HP Foundation Care Service

HP Services

HP Foundation Care Service (HP Foundation Care) is composed of comprehensive hardware and software services aimed to help increase the availability of your IT infrastructure. HP technical resources work with your IT team to help you resolve hardware and software problems with HP and selected third-party products.

For hardware products covered by HP Foundation Care, the service includes remote diagnosis and support, as well as onsite hardware repair if it is required to resolve an issue. For eligible HP hardware products, this service may also include Basic Software Support and Collaborative Call Management for selected non-HP software. Contact HP for more information and determination regarding which eligible software products may be included as part of your hardware product coverage. For software products covered by HP Foundation Care, HP provides remote technical support and access to software updates and patches. HP releases updates to software and reference manuals as soon as they are made available for selected HP-supported software products for each system, processor, processor core, and end user, as allowed by HP or the original manufacturer software license. Updates for selected HP-supported third-party software products are included as they are made available from the original software manufacturer.

In addition, HP Foundation Care Service provides electronic access to related product and support information, enabling any member of your IT staff to locate this commercially available essential information. For third-party products, access is subject to availability of information from the original manufacturer.

You can choose from a set of reactive support levels to meet your business and operational needs.

Service feature highlights

- Choice of Foundation Care service-level options
- Escalation management
- HP electronic remote support solution
- Basic Software Support and Collaborative Call Management for non-HP software on eligible HP hardware products
- Access to electronic support information and services
- **Hardware support:**
- Remote problem diagnosis and support
- Onsite hardware support
- Replacement parts and materials
- **Software support:**
- Access to technical resources
- License to use software updates
- Software support
- Installation advisory support
- Software features and operational support
- Software product and documentation updates
- HP recommended software and documentation updates method
- **Optional service features:**
- Defective media retention (for eligible hardware products only)
- Comprehensive defective material retention (for eligible hardware products only)
- Preventive maintenance (for eligible hardware products only)

Specifications

Table 1. Service features

Feature	Delivery specifications
	The HP Foundation Care service-level options noted below are product dependent. Hardware support coverage windows and response times will apply to covered hardware products, and software support coverage windows and response times will apply to covered software products. All coverage windows are subject to local availability. Product eligibility may vary. Contact a local HP sales office for detailed information on service availability and product eligibility. See table 1 for additional features and descriptions.
HP Foundation Care service-level options	For products covered by Foundation Care, HP offers three distinct service levels: – HP Foundation Care NBD Service – HP Foundation Care 24x7 Service – HP Foundation Care CTR Service The HP Foundation Care portfolio also offers the same three service levels with the inclusion of hardware defective media retention (DMR) and comprehensive defection material retention (CDMR) as additional core features. See table 2 for details on DMR and CDMR. The details of the HP Foundation Care service levels are outlined in the text that follows.
HP Foundation Care NBD Service	Hardware support: – Coverage window: Standard business hours, standard business days: 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. – Onsite response time: Next-business-day onsite response: For incidents with covered hardware that cannot be resolved remotely, HP will use commercially reasonable efforts to respond onsite the next business day. An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the next coverage day after the call has been received and acknowledged by HP. Onsite response time specifies the period of time that begins when the initial call has been received and acknowledged by HP, as described in the 'General provisions/Other exclusions' section.' The onsite response time ends when the HP authorized representative arrives at the Customer's site, or when the reported event is closed with the explanation that HP has determined it does not currently require an onsite intervention. Calls received outside the coverage window will be acknowledged the next coverage day and serviced within the following coverage day. Software support: – Coverage window: Standard business hours, standard business days: 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. – Remote response time: Once a software problem is logged, an HP Solution Center engineer will respond to the call within two hours, as noted in the 'Software support' section of table 1.
HP Foundation Care 24x7 Service	Hardware support: – Coverage window: 24x7: Service is available 24 hours per day, 7 days per week including HP holidays. – 4-hour onsite response: For incidents with covered hardware that cannot be resolved remotely, HP will use commercially reasonable efforts to respond onsite within 4 hours. An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within four hours of the call having been received and acknowledged by HP. Onsite response time specifies the period of time that begins when the initial call has been received and acknowledged by HP, as described in the 'General provisions/Other exclusions' section. The onsite response time ends when the HP authorized representative arrives at the Customer's site, or when the reported event is closed with the explanation that HP has determined it does not currently require an onsite intervention. Software support: – Coverage window: 24x7: Service is available 24 hours per day, 7 days per week including HP holidays. – Remote response time: Once a software problem is logged, an HP Solution Center engineer will respond to the call within two hours, as noted in the 'Software support' section of table 1.
HP Foundation Care CTR Service	Hardware support: – Coverage window: 24x7: Service is available 24 hours per day, 7 days per week including HP holidays. – 6-hour call-to-repair time: For critical incidents (Severity 1 or 2), HP will use commercially reasonable efforts to return the covered hardware to operating condition within 6 hours after the initial service request has been received. Availability of call-to-repair times is dependent on the proximity of the Customer site to an HP-designated support hub, as described in the 'Travel zones' section. For non-critical incidents (Severity 3 or 4), or at the Customer's request, HP will work with the Customer to schedule an agreed-upon time for the remedial action to begin, and the call-to-repair time will then start at that time. Incident severity levels are defined in the 'General provisions/Other exclusions' section. Call-to-repair time refers to the period of time that begins when the initial service request has been received and acknowledged by HP or at the start time for work scheduled in agreement with the Customer, as specified in the 'General provisions/Other exclusions' section. Call-to-repair time ends with HP's determination that the hardware is repaired, or when the service request is closed with the explanation that HP has determined that no onsite intervention is required.

Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced. HP is not liable for any lost data, and the Customer is responsible for implementing appropriate backup procedures. Verification by HP may be accomplished by the completion of a power-on self-test, standalone diagnostic, or visual verification of proper operation. At its sole discretion, HP will determine the level of testing necessary to verify that the hardware is repaired. At its sole discretion, HP may temporarily or permanently replace the product in order to meet the call-to-repair time. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP.

It will take 30 days from the time this service is purchased to set up and perform necessary audits and processes so that the hardware call-to-repair time can be put in effect. During this initial 30-day period and for up to 5 additional business days after the audit is completed, HP will provide a 4-hour onsite response time.

Enhanced parts inventory management

To support HP call-to-repair times, an inventory of critical replacement parts is maintained for Customers who have selected the call-to-repair option. This inventory is stored at an HP-designated facility. These parts are managed to allow for increased inventory availability and are accessible to HP authorized representatives responding to eligible service requests.

Software support :
  - Coverage window: 24x7: Service is available 24 hours per day, 7 days per week including HP holidays.
  - Remote response time: Once a software problem is logged, an HP Solution Center engineer will respond to the call within two hours, as noted in the 'Software support' section of table 1.

The HP Foundation Care support features noted below are product dependent. HP will provide the hardware support features for covered hardware products and the software support features for covered software products.

Escalation management	HP has established formal escalation procedures to facilitate the resolution of complex problems. Local HP management coordinates problem escalation by enlisting the skills of appropriate HP resources to assist the Customer with problem-solving. For selected third-party software products for which HP is providing software support and update services, HP will follow the agreed-upon escalation processes established between HP and the third-party vendor to assist with problem resolution.
HP electronic remote support solution	For eligible products, the HP electronic remote support solution provides robust troubleshooting and repair capabilities. It can include remote system access solutions and may offer a convenient central point of administration and an enterprise view of open incidents and history. An HP support specialist will only use the remote system access with the Customer's authorization. The remote system access may enable the HP support specialist to provide more efficient troubleshooting and faster problem resolution.
Basic Software Support and Collaborative Call Management for non-HP software on eligible HP hardware products	In cases where the Customer has not purchased HP Foundation Care support on selected non-HP software products that reside on eligible hardware equipment covered by HP Foundation Care support, HP will provide the Basic Software Support and Collaborative Call Management features as described below, instead of Foundation Care software support as described in the 'Software support' section of table 1. Basic Software Support on selected non-HP software products is limited to the following: HP will attempt to resolve problems on these products by applying or asking the Customer to apply fixes that have been made available or known to HP. In some cases, support may be limited to communication of a known fix available through the installation of a software update or patch, and the Customer will be directed to available sources for the applicable updates or patches because access to the known fix requires additional service contracts with the respective software vendor. If the problem is still not resolved, then Collaborative Call Management can be initiated at the Customer's request. Basic Software Support is available 24 hours per day, 7 days per week. If HP determines that a problem is caused by a selected independent vendor's software and the problem is not resolved by the Customer applying known, available fixes, HP will, at the Customer's request, initiate Collaborative Call Management with the independent software vendor. Collaborative Call Management can be provided only in cases where appropriate active support agreements are in place with selected vendors and the Customer has taken the steps necessary to ensure that HP can submit calls on the Customer's behalf for the limited purpose of placing a support call with the vendor. HP will engage the software vendor and provide information about the Customer's issue, as obtained during the Basic Software Support service call. It is then the responsibility of the independent software vendor to resolve the Customer issue. Once the call is transitioned to the independent software vendor, the call will be subject to the support levels of the agreement between the Customer and the independent vendor. Once the software vendor is engaged, HP will close the HP call, but the Customer can resume the service issue with HP if needed by referencing the original call identification number. Note: For a list of the non-HP software products eligible for Basic Software Support and Collaborative Call Management, please refer to **www.hp.com/go/collaborativesupport**.
Access to electronic support information and services	As part of this service, HP provides the Customer with access to certain commercially available electronic and Web-based tools. The Customer has access to: • Certain capabilities made available to registered users with linked entitlements, such as downloading selected HP software patches and firmware updates, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users • Expanded Web-based searches of technical support documents to facilitate faster problem-solving • Certain HP proprietary service diagnostic tools with password access • A Web-based tool for submitting questions directly to HP; the tool helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the resource qualified to answer the question; the tool also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone

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- HP and third-party hosted knowledge databases for certain third-party products, where Customers can search for and retrieve product information, find answers to support questions, participate in support forums, and download software updates; this service may be limited by third-party access restrictions
- The Software Updates and Licensing portal, which provides the Customer with electronic access to receive, proactively manage, and plan for software product updates; access to the portal is through the HP Support Center

Hardware support

Remote problem diagnosis and support	Once the Customer has placed and HP has acknowledged the receipt of a call as described in the '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 onsite assistance, 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. HP will provide telephone assistance for the installation of customer-installable firmware and Customer Self Repair (CSR) parts during the service coverage window. Regardless of the Customer's coverage window, incidents with covered hardware can be reported to HP via telephone or Web portal, as locally available, or as an automated equipment reporting event via the HP electronic remote support solutions 24 hours a day, 7 days a week. HP will acknowledge the receipt 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.
Onsite hardware support	For hardware incidents that cannot, in HP's judgment, be resolved remotely, an HP authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. For certain products, HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP. Once an HP authorized representative arrives at the Customer's site, the representative will continue to deliver the service, either onsite or remotely, at the discretion of HP, until the products are repaired. Work may be temporarily suspended if parts or additional resources are required, but work will resume when they become available. Work to completion may not apply to onsite support provided for desktop, mobile, and consumer products. Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced. 'Fix-on-Failure': In addition at time of onsite technical support delivery, HP may: - Install available engineering improvements to help the Customer ensure proper operation of the hardware products and maintain compatibility with HP-supplied hardware replacement parts. - Install available firmware updates defined by HP as non-customer-installable that, in the opinion of HP, are required to return the covered product to operating condition or to maintain supportability by HP and for which the Customer has the required license to use, if applicable. 'Fix-on-Request': In addition, at the Customer's request, HP will install during coverage hours critical firmware updates defined by HP as non-customer-installable and for which the Customer has the required license to use, if applicable. Critical firmware updates are firmware updates recommended by the HP product division for immediate installation. Notwithstanding anything to the contrary in this document or HP's current standard sales terms, HP will, for select enterprise storage arrays and enterprise tape products, cover and replace defective or depleted batteries that are critical to the proper operation of the covered product.
Replacement parts and materials	HP will provide HP-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available engineering improvements required by HP to assure supportability of the product. Replacement parts provided by HP shall be new or functionally equivalent to new in performance. Replaced parts become the property of HP. Customers who wish to retain, degauss, or otherwise physically destroy replaced parts will be billed and required to pay the list price for the replacement part. 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. **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, product QuickSpecs, or the technical product data sheet will not be provided, repaired, or replaced as part of this service.

Software support

Access to technical resources	The Customer can access HP technical resources via telephone, electronic communication, or fax (where locally available) for assistance in resolving software implementation or operations problems.
License to use software updates	The Customer receives the license to use software updates to HP or HP-supported third-party software for each system, socket, processor, processor core, or end-user software license covered by this service, as allowed by the original HP or original manufacturer software license terms, provided the Customer has rightfully acquired the original software license. The license terms shall be as described in the HP software licensing terms corresponding to the Customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service. For certain third-party products, instead of purchasing an initial software product license, this service provides the Customer with the ability to download from a website, hosted by HP or a third-party vendor, the current revision of the software and all software updates released during the support agreement period.

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Software support	Once a software problem is logged, an HP Solution Center engineer will respond to the call within two hours. Calls received and answered outside the service coverage window will be logged the next day for which the Customer has a service coverage window (may vary by geographic location). HP provides corrective support to resolve identifiable and customer-reproducible software product problems. HP also provides support to help the Customer identify problems that are difficult to reproduce. In addition, the Customer receives assistance in troubleshooting problems and determining configuration parameters for supported configurations.
Installation advisory support	Limited advisory support is provided and is restricted to basic advisory assistance for the Customer who encounters difficulties while performing a software product installation or who needs advice on proper installation methods and updating of standalone applications. Limited advisory support for software products that are installed in a network environment is also provided. The scope of such advisory support is at HP's discretion.
	Exclusions to this advisory support include, but are not limited to, the following: any downloading of complete software packages or walking the Customer through an installation from start to finish. These services are available for an additional charge and can be purchased separately from HP.
Software features and operational support	HP provides information, as commercially available, on current product features, known problems and available solutions, and operational advice and assistance.
Software product and documentation updates	As HP releases updates to HP software, the latest revisions of the software and reference manuals are made available to the Customer. For selected third-party software, HP will provide software updates as such updates are made available from the third party, or HP may provide instructions on how the Customer can obtain any software updates directly from the third party. A license key or access code, or instructions for obtaining a license key or access code, will also be provided to the Customer when required to download, install, or run the latest software revision.
	For most HP software and selected HP-supported third-party software, updates will be made available through the Software Updates and Licensing portal via the HP Support Center. The Software Updates and Licensing portal provides the Customer with electronic access to receive and proactively manage software product and documentation updates.
	For other HP-supported third-party software, the Customer may be required to download updates directly from the vendor's website.
HP recommended software and documentation updates method	For HP or HP-supported third-party software and documentation updates, the recommended delivery method will be determined by HP. The primary delivery method for software updates and documentation updates will be via download from the Software Updates and Licensing portal or a third-party hosted website.

Specifications

Table 2. Optional service features

Feature	Delivery specifications
	The Foundation Care portfolio also offers the following additional service levels: • HP Foundation Care NBD w DMR Service • HP Foundation Care 24x7 w DMR Service • HP Foundation Care CTR w DMR Service
Defective media retention	For eligible products, this service feature option 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.
Comprehensive defective material retention	In addition to defective media retention, this service feature option allows the Customer to retain additional components that have been designated by HP as having data retentive capabilities, such as memory modules. All eligible data retentive components on a covered system must participate in the comprehensive defective material retention. The components that can be retained under this service feature are outlined in the document located at **www.hp.com/services/cdmr**.
Optional features available only with HP Contractual Services:	
Preventive maintenance	An HP authorized representative visits the Customer's site at regularly scheduled intervals as determined by HP. The Customer shall call HP to request and schedule a preventive maintenance visit at the agreed-upon intervals.
	During the visit, the HP authorized representative, at their discretion, will determine the level of checking that will be performed for preventive maintenance services such as diagnostics, checking error logs on covered systems to find potential hardware problems, and, if necessary, addressing mechanical or electronic system complaints and cleaning or replacing worn or defective parts or maintenance items.
	The representative may also check for potential problems by inspecting cables and cable connections or visual status indicators of covered hardware, checking temperature and humidity levels and comparing them to vendors' recommendations, and installing applicable engineering improvements and firmware updates as required, in the opinion of HP, to maintain the hardware product. The representative may provide a final report on the hardware's condition.

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Preventive maintenance services will be delivered between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays, regardless of the selected coverage window.

Availability and deliverables may vary by region.

Information in the following sections covers all features available with both HP Foundation Care Pack services and HP Foundation Care contractual services.

Service limitations

HP retains the right to determine the final resolution of all service requests.

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. Other service delivery methods may include the delivery via a courier of customer-replaceable parts such as a keyboard, a mouse, certain hard disk drives, and other parts classified by HP as CSR parts, or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely Customer support and meet the call-to-repair time, if applicable.

If the Customer agrees to the recommended CSR and a CSR part is provided to return the system to operating condition, the onsite service level shall not apply. In such cases, HP practice is to express ship to the Customer location the CSR parts that are critical to the product's operation. For more details on the CSR process and parts, please refer to **www.hp.com/go/selfrepair**.

Call-to-repair and onsite response times do not apply to the repair or replacement of defective or depleted batteries for selected enterprise storage arrays and enterprise tape products.

Activities such as, but not limited to, the following are excluded from this service:
• Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HP
• 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
• Operational testing of applications, or additional tests requested or required by the Customer
• Services that, in HP's opinion, are required due to improper treatment or use of the products or equipment
• Services required due to failure of the Customer to take avoidance action previously advised by HP
• Backup and recovery of the operating system, other software, and data
• Installation of any customer-installable firmware and/or software updates
• Troubleshooting for interconnectivity or compatibility problems
• Support for network-related problems

Hardware onsite support

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

Response times are dependent on the location of your site in relation to a designated HP support office. To check service availability, please contact your local HP Services representative.

For technical hardware issues that cannot, in HP's judgment, be resolved remotely, an HP authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. For certain products, HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP.

Hardware call-to-repair

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If an upfront audit is required by HP, the hardware call-to-repair time will not take effect until five (5) business days after the audit has been completed. In addition, HP reserves the right to downgrade service to an onsite response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe.

The hardware repair time may vary for specific products.

A call-to-repair time does not apply when the Customer chooses to have HP prolong diagnosis rather than execute recommended server recovery procedures.

If the Customer requests scheduled service, the repair timeframe begins from the agreed-upon scheduled time.

The following activities or situations will suspend the call-to-repair time calculation (if applicable) until they are completed or resolved:
• Any Customer or third-party action or inaction impacting the repair process
• Any automated recovery processes triggered by the hardware malfunction, such as disk mechanism rebuild or sparing procedures
• Any other activities not specific to the hardware repair but which are required to verify that the hardware malfunction has been corrected, such as rebooting the operating system

HP reserves the right to modify the call-to-repair time as it applies to the Customer's specific product configuration, location, and environment. This is established at the time of the support agreement order and is subject to resource availability.

Collaborative Call Management for non-HP software

The Customer must have appropriate, active support agreements in place with selected vendors and take any steps necessary to ensure that HP can submit calls on Customer's behalf for the limited purpose of placing a support call with the vendor. HP will not be able to transfer the existing HP case number to the vendors and assumes no responsibility for failure to do so. HP is not liable for the performance or non-performance of third-party vendors, their products, or their support services. HP's obligations are limited to the placement of support calls only, and purchase of this service does not assign the support agreement between the Customer and vendor to HP. The Customer is still responsible for performance of its obligations under such agreements, including payment of all applicable fees, including any fees that may apply as a result of logging calls with the vendor.

Defective media retention and comprehensive defective material retention

The defective media retention and comprehensive defective material retention service feature options apply only to eligible data retentive components replaced by HP due to malfunction. They do not apply to any exchange of data retentive components that have not failed.

Data retentive components that are 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, the product QuickSpecs, or the technical data sheet are not eligible for the defective media retention or the comprehensive defective material retention service feature option.

Defective media retention service and comprehensive defective material retention service coverage for options designated by HP as requiring separate coverage, if available, must be configured and purchased separately.

Failure rates on these components 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 or comprehensive defective material retention service feature option (such as when replacement of defective data retentive components 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 DATA RETENTIVE COMPONENT RETAINED BY THE CUSTOMER. NOTWITHSTANDING ANYTHING IN HP'S CURRENT STANDARD SALES TERMS OR THE TECHNICAL DATA SHEET TO THE CONTRARY, IN NO EVENT WILL HP OR ITS AFFILIATES, SUBCONTRACTORS, OR SUPPLIERS BE LIABLE FOR ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES OR DAMAGES FOR LOSS OF OR MISUSE OF DATA UNDER THIS DEFECTIVE MEDIA RETENTION OR COMPREHENSIVE DEFECTIVE MATERIAL RETENTION SERVICE.

Software support

Software updates are not available for all software products. When this service feature is not available, it will not be included in this service.

For some products, software updates include only minor improved features. New software versions must be purchased separately.

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Travel zones

All hardware onsite response times apply only to sites located within 25 miles (40 km) of an HP-designated support hub. Travel to sites located within 200 miles (320 km) of an HP-designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HP-designated support hub, there will be an additional travel charge. Travel zones and charges may vary in some geographic locations. Response times to sites located more than 100 miles (160 km) from an HP-designated support hub will be modified for extended travel, as shown in the table that follows.

Travel zones and charges, if applicable, may vary in some geographic locations.

Distance from HP-designated support hub	4-hour hardware onsite response time	Next-day hardware onsite response time
0–50 miles (0–80 km)	4 hours	Next coverage day
51–100 miles (81–160 km)	4 hours	Next coverage day
101–200 miles (161–320 km)	8 hours	1 additional coverage day
201–300 miles (321–480 km)	Established at time of order and subject to availability	2 additional coverage days
More than 300 miles (480+ km)	Established at time of order and subject to availability	Established at time of order and subject to availability

A hardware call-to-repair time is available for sites located within 50 miles (80 km) of an HP-designated support hub. Travel zones and charges may vary in some geographic locations. The hardware call-to-repair time is not available for sites located more than 100 miles (160 km) from an HP-designated support hub. For sites that are located from 51 to 100 miles (81 to 160 km) of an HP-designated support hub, an adjusted hardware call-to-repair time applies, as shown in the table that follows.

Distance from HP-designated support hub	6-hour hardware call-to-repair time
0–50 miles (0–80 km)	6 hours
51–100 miles (81–160 km)	8 hours
More than 100 miles (160+ km)	Not available

Prerequisites

HP, at its sole discretion, may require an audit on the covered products. If such an audit is required, an HP authorized representative will contact the Customer, and the Customer will agree to arrange for an audit to be performed within the initial 30-day timeframe. During the audit, key system configuration information is collected and an inventory of the covered products is performed. The information gathered in the audit enables HP to plan and maintain replacement part inventories at the appropriate level and location, and allows HP to survey and troubleshoot possible future hardware incidents so that repairs can be completed as quickly and efficiently as possible. At the sole discretion of HP, the audit may be performed onsite, via remote system access, via remote audit tools, or over the phone.

If an audit is required by HP, it will take 30 days from the time this service is purchased to set up and perform the audits and processes that must be completed before the hardware call-to-repair time can be put into effect. The hardware call-to-repair time will not take effect until five (5) business days after the audit has been completed. Until such time, service for the covered hardware will be delivered at a 4-hour onsite response time service level.

In addition, HP reserves the right to downgrade service to an onsite response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe, unless the delay is caused by HP.

For hardware onsite response time options, HP strongly recommends that the Customer install and operate the appropriate HP remote support solution, with a secure connection to HP, in order to enable the delivery of the service. For hardware call-to-repair times, HP requires that the Customer install and operate the appropriate HP remote support solution, with a secure connection to HP, in order to enable the delivery of the service. Please contact a local HP representative for further details on requirements, specifications, and exclusions. If the Customer does not deploy the appropriate HP remote support solution, HP may not be able to provide the service as defined and is not obligated to do so.

Additional charges will be applied for onsite installation of non-customer-installable firmware if the Customer does not deploy the required remote support solution in cases where they are recommended and available. Installation of customer-installable firmware is the responsibility of the Customer. There will be additional charges if the Customer requests that HP install customer-installable firmware and software updates. Any additional charges to the Customer will be on a time and material basis, unless otherwise previously agreed to in writing by HP and the Customer.

To be eligible to purchase this service, the Customer must be properly licensed to use a currently supported revision of the software at the time the support agreement coverage begins; otherwise, additional charges may be applied to bring the Customer into service eligibility.

For Customers with licenses to firmware-based software products (features implemented in firmware activated by the purchase of a separate software license product) or licensed firmware, the Customer must also have, if available, an active HP Foundation Care Support agreement for that product to receive, download, install, and use related firmware updates. HP will provide, install, or assist the Customer with the installation of firmware updates as previously described in this document only if the Customer has the license to use the related software updates for each system, socket, processor, processor core, or end-user software license as allowed by the original HP or original manufacturer software license terms.

Customer responsibilities

If the Customer does not act upon the specified Customer responsibilities, HP or the HP authorized service provider will, at HP's discretion, 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 materials rates.

The Customer must provide accurate and complete information in a timely manner as required for HP to perform the services.

The call-to-repair time is subject to the Customer providing immediate and unrestricted access to the system, as requested by HP. The call-to-repair time does not apply when system access, including physical, remote troubleshooting, and hardware diagnostic assessments, is delayed or denied. If the Customer requests scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time.

Upon HP's request, the Customer will be required to support HP's remote problem resolution efforts. The Customer will:
• Start self-tests and install and run other diagnostic tools and programs
• Install customer-installable software and firmware updates and patches
• Run data collection 'scripts' on behalf of HP when they cannot be initiated from HP Remote Support Technology
• Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
• Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

The Customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as CSR parts and replacement products delivered to the Customer.

There will be additional charges if the Customer requests that HP install customer-installable firmware and software updates. Any additional charges to the Customer will be on a time and materials basis, unless otherwise previously agreed to in writing by HP and the Customer.

The Customer is responsible for installing and configuring all supported devices and maintaining the appropriate HP Remote Support Technology with a secure connection to HP. The Customer is responsible for providing all necessary resources in accordance with the HP remote support solution release notes in order to enable the delivery of the service and options. The Customer must also provide any hardware required to host the remote support solution. When an HP remote support solution is installed, the Customer must also maintain the contact details configured in the remote support solution that HP will use in responding to a device failure. The Customer should contact a local HP representative for further details on requirements, specifications, and exclusions. For scheduled calls, the Customer shall promptly make the equipment available to HP for remedial activities at the agreed-upon time.

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In cases where CSR parts or replacement products are shipped to resolve a problem, the Customer is responsible for returning the defective part or product within a time period designated by HP. In the event that HP does not receive the defective part or product within the designated time period or if the part or product is degaussed or otherwise physically damaged upon receipt, the Customer will be required to pay the HP list price less any applicable discounts for the defective part or product, as determined by HP.

In order for HP to provide Collaborative Call Management, the Customer must have an active support agreement with the software vendor that includes the required service level and features that allow the Customer to place calls and receive support from the vendor. If the vendor requires it, the Customer will take any steps necessary to ensure that HP can submit calls on the Customer's behalf. In addition, the Customer must provide HP with the appropriate information needed for HP to initiate a service call with the software vendor on behalf of the Customer. HP will not be able to transfer calls to the vendor and assumes no responsibility for failure to do so. HP's obligations are limited to the placement of support calls only. Purchase of Collaborative Call Management does not assign the support agreement between the Customer and vendor to HP. The Customer remains responsible for the performance of its obligations under such agreements, which include payment of all applicable fees, including any fees that may apply as a result of logging calls with the vendor. HP is not liable for the performance or non-performance of third-party vendors, their products, or their support services.

The Customer will:
• Take responsibility for registering to use the HP or third-party vendor's electronic facility in order to access knowledge databases and obtain product information; HP will provide registration information to the Customer as required; additionally, for certain products, the Customer may be required to accept vendor-specific terms for use of the electronic facility
• Retain and provide to HP upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service
• Take responsibility for acting upon software product updates and obsolescence notifications received from the HP Support Center
• Use all software products in accordance with current HP software licensing terms corresponding to the Customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service

If required by HP, the Customer or HP authorized representative must activate the hardware product to be supported within 10 days of purchase of this service, using the registration instructions within the Care Pack documentation or the email document provided by HP, or as otherwise directed by HP. In the event that a covered product changes location, activation and registration (or proper adjustment to existing HP registration) is to occur within 10 days of the change.

The Customer is responsible for the security of the Customer's proprietary and confidential information. The Customer is responsible for properly sanitizing or removing data from products that may be replaced and returned to HP as part of the repair process to ensure the safeguarding of the Customer's data. For more information on Customer responsibilities, including those outlined in the HP Media Sanitization Policy and Media Handling Policy for Healthcare Customers, go to **www.hp.com/go/mediahandling**.

If the Customer chooses to retain repair parts covered under the defective media retention and/or comprehensive defective material retention service feature options, it is the Customer's responsibility to:
• Retain physical control of the covered data retentive components at all times during support delivery by HP; HP is not responsible for data contained on the covered data retentive component
• Ensure that any Customer sensitive data on the retained covered data retentive component is destroyed or remains secure
• Have an authorized representative present to retain the defective data retentive component, accept the replacement component, provide HP with identification information for each data retentive component retained hereunder, and, upon HP request, execute a document provided by HP acknowledging the retention of the data retentive component
• Destroy the retained data retentive component and/or ensure that is not put into use again
• Dispose of all retained data retentive components in compliance with applicable environmental laws and regulations

For data retentive components supplied by HP to the Customer as loaner, rental, or lease products, the Customer will promptly return the replacement components 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 components or products to HP, and HP shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such components.

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Coverage

This service provides coverage for eligible HP- or Compaq-branded hardware products and HP-supported and -supplied internal components such as memory and DVD-ROM drives, as well as attached HP- or Compaq-branded accessories purchased together with the main product, such as mouse, keyboard, docking station, AC power adapter, and external monitor up to 22 inches or less in size.

Coverage for eligible multivendor systems includes all standard vendor-supplied internal components and the external monitor, keyboard, and mouse.

For replacement parts and components that are discontinued, an upgrade path may be required. Upgrades for discontinued parts or components may in some cases result in additional charges to the Customer. HP will work with the Customer to recommend a replacement. Not all components will have available replacements in all countries due to local support capabilities.

Consumable items including, but not limited to, removable media, customer-replaceable batteries, maintenance kits, and other supplies, as well as user maintenance, are not covered by this service.

For some servers, networking and storage products, CPUs, disks, options, and other major internal and external components will be covered if support has been configured accordingly and they are listed in the contract's equipment list under the hardware support section (if applicable).

For HP ProLiant servers, networking and storage systems, the service on the main product covers HP-branded hardware options not designated by HP as requiring separate coverage that are qualified for the server, are purchased at the same time or afterward, and are internal to the enclosure. The service also covers HP-supported and -supplied external monitors up to 22 inches in size and tower UPS products. These items will be covered at the same service level as the main product.

For HP ProLiant servers, storage or HP BladeSystem enclosures installed within a rack, the service also covers all HP qualified rack options not designated by HP as requiring separate coverage. Coverage includes HP-supported and -supplied UPS products not exceeding 12 kVA, KVM switch, console, and PDU, installed within the same rack. The UPS battery is covered separately under its own warranty terms and conditions, and is limited to the terms of the applicable warranty period.

For HP BladeSystem enclosures, the service covers the enclosure, power supplies, fans, enclosure devices, and options not designated by HP as requiring separate coverage.

For HP Moonshot systems, the service covers the chassis, power supplies, fans, chassis devices, and servers not designated by HP as requiring separate coverage.

Notwithstanding anything in this document, service purchased on the main product does not extend to all options or all Moonshot servers. Service coverage for certain options or Moonshot servers must be configured and purchased separately; otherwise, standard warranty terms apply. For a complete list of the HP ProLiant and HP BladeSystem options and Moonshot servers that require separate service coverage, please visit **www.hp.com/go/excludedoptions**.

General provisions/Other exclusions

Distribution of certain third-party software updates, license agreements, and license keys may be made directly from the third-party vendor to the Customer, as applicable.

When this service is provided for a solution that is composed of multiple HP and/or third-party products, software support will be offered only on updates that are made available for the solution by HP. HP will acknowledge a call by logging a case, communicating the case ID to the Customer, and confirming the Customer's incident severity and time requirements for the start of remedial action. Note: For events received via HP electronic remote support solutions, HP is required to contact the Customer, determine the incident severity with the Customer, and arrange access to the system before the hardware call-to-repair time or hardware onsite response time period can start.

Onsite hardware support response times and call-to-repair times, as well as software support remote response times, may differ depending on incident severity. The Customer determines the incident severity level.

Incident severity levels are defined as follows:
• Severity 1—Critical Down: for example, the production environment is down; a production system or production application is down or at severe risk; data corruption, loss, or risk has occurred; business is severely affected; there are safety issues

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- Severity 2—Critically Degraded: for example, the production environment is severely impaired; a production system or production application has been interrupted or compromised; there is risk of reoccurrence; there is significant impact on business
- Severity 3—Normal: for example, a non-production system (e.g., test system) is down or degraded; a production system or production application has been degraded with a workaround in place; non-critical functionality has been lost; there is limited impact on the business
- Severity 4—Low: there is no business or user impact

Ordering information

For products containing individually sold and supported units or options, all individually sold and supported units or options must be on contract and at the same service level as the base product if that service level is available on those units or options.

Software support must be purchased for each system, processor, processor core, or end user in the Customer's environment that will require support.

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations.

To order the service with the comprehensive defective material retention service feature, the defective media retention service feature must also be ordered.

To obtain further information or to order HP Foundation Care Service, contact a local HP sales representative and reference the following product numbers (x denotes the service length in years; options are 1, 3, 4, or 5 years, or "C" for contractual services).
- HP Foundation Care NBD Service (H7J32Ax)
- HP Foundation Care NBD w DMR Service (H7J33Ax)
- HP Foundation Care 24x7 Service (H7J34Ax)
- HP Foundation Care 24x7 w DMR SVC (H7J35Ax)
- HP Foundation Care CTR Service (H7J36Ax)
- HP Foundation Care CTR w DMR Service (H7J37Ax)

CDMR can be selected as a configurable option within the DMR service levels.

Depending on the point of purchase and the requested service-level option, other product numbers may apply. Please consult a local HP representative or HP reseller regarding which product number will best meet your specific needs.

For more information

For more information on HP Foundation Care Service or other HP support services, contact any of our worldwide sales offices or visit the following websites:
HP support services: **www.hp.com/services/support**
HP Care Pack services: **www.hp.com/services/carepack**