

HP Care Pack Sales

Questions & Answers



HP Care Pack Services were introduced in 1993 as a cost effective support alternative to bespoke HP Contracts and 'One Off Engineer Call Outs'. They are a preprinted support contract (now delivered electronically) offering a fixed priced service level commitment for a number of popular HP hardware products.

The following may answer some questions you have relating to Care Pack Services, if not please do not hesitate to call or email.

Why should I choose HP Care Pack Services?

The advantages of HP Care Pack are:

- Budgetable one off payment – no unexpected call out, labour or parts costs
- Service Level options ranging from Next Day Onsite to 6hr Call to Fix 24x7
- Fast access to HP parts inventory
- Backed by a Global Network of partners that includes 23,000 Microsoft specialists, 18,000 UNIX specialists, 4,500 Cisco Specialists, 3,000 Linux specialists, 7,500 Network & Systems Management specialists and 5,000 Storage specialists

I'm considering renewing, what do HP Care Pack Services cover?

HP Care Pack Services come in many forms from Installation and Start Up through to Proactive Hardware and Software Management. In this instance you are probably renewing support on a server or storage product with a Next Day, Same Day or Same Day 24x7 Post Warranty Care Pack. The HP Care Pack will cover the original hardware, plus any internal HP accessories (including within servers - memory, additional hard

disks, tape drives, etc) either purchased with the hardware or installed during the lifetime of the Care Pack. In addition a number of external HP products will be covered by HP Care Packs purchased for rack mounted servers (these products must be housed within the same Rack), these include HP Rack Mount TFT up to 22", UPS (T1000XR, T1500XR, T2200XR, PRO UPS 500, T700, T750) and within HP supplied Racks - HP KVM, Server Console Switches, Fan Assembly, CMC power distribution assemblies and PDUs 16/32/40amp.

The Service Level you purchase will designate a response time (unless a Call to Repair), as with all manufacturers this is a 'best effort' target and is achieved in well over 90% of call outs. The engineer will, where possible, work to completion once onsite.

Who do I call if I don't have HP Care Pack cover and I have a hardware failure?

If your hardware fails and it is outside of its standard warranty and not covered by a valid HP Care Pack you will have to call 0870 842 2339 and log a 'Trade Call':

- The minimum call out charge is £330 (£165p/h min 2hrs), out of standard office hours, and depending on time, this can vary from £250p/h to £750p/h
- Part will be charged at RRP
- Call out is on a 'best endeavours' basis. HP are obliged to attend Care Pack, Contract and Standard Warranty calls as a priority. Trade Calls are 1-5 days following confirmation of payment details
- HP 'Trade Call' repairs carry a 3 month warranty

If you want fixed cost budgetable cover for your HP Hardware, choose HP Care Pack Services