

HP After-Hours Hardware Installation Service

HP Data Center Services - HP Care Pack Services

Technical data



HP After-Hours Hardware Installation Service extends the service window for the following services to provide scheduled onsite hardware (HW) installation outside of HP standard business hours:

- HP Installation Service (HA113A1)
- HP Installation and Start-up Service (HA114A1)
- HP Factory Express Services (HA453A1, HA454A1, and HA455A1)
- Basic installation services included in the purchase price of an HP HW product

Service benefits

- Extends the delivery hours of your HW product installation
- Ordered at the same time as your HW product
- Adds predictability to your IT deployment budget

Service feature highlights

- Extends delivery window for HW installation

Specifications

Table 1. Service features

Feature	Delivery specifications
Extends delivery window for HW Installation	<p>HP Installation Service (HA113A1), HP Installation and Start-up Service (HA114A1), HP Factory Express Services (HA453A1, HA454A1, HA455A1), and HP Bundled Installation Services have a defined scheduled delivery window during standard business hours. The HP After-Hours Hardware Installation Service enables Customers to schedule the delivery of these HW installation services after hours, on weekends, or on HP holidays.</p> <p>HP After-Hours Hardware Installation Service extends the installation service window on HW products on the same order. The products must be installed at the same site and during the same installation event. After-hours HW installations planned at multiple sites or start dates require the purchase of additional HP After-Hours Hardware Installation Service for each site and/or start date.</p>

Service eligibility

Customers are eligible for the delivery of this service if they meet the following prerequisites:

- The Customer must purchase either an HP Installation Service (HA113A1), HP Installation and Start-up Service (HA114A1), or HP Factory Express Service (HA453A1, HA454A1, or HA455A1) for each HW product to be installed, or purchase HP HW products with bundled installation.

Service limitations

- The scheduling of this service is subject to the availability of HP onsite technical resources.
- A separate HP After-Hours Installation Service is required for each installation event or installation location. An installation event is defined as an installation scheduled to begin on a given day. An installation location is defined as a single site or campus location with a radius of not greater than one half mile.
- This service applies to onsite HW product installation only.
- Some HP Installation Services, HP Installation and Start-up Services, HP Factory Express Services, and HP Bundled Installation Services include service components comprised partly or entirely of project planning, design, custom configuration, or other complex or consultative content. These service components will not be delivered outside of standard business hours. Delivery of these excluded service components outside of business hours may be available separately on a custom-quote basis.

Customer responsibilities

The Customer will:

- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met
- Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
- Schedule the installation activity with HP a minimum of 3 business days in advance of the desired installation date

General provisions/Other exclusions

- This service extends the available delivery window of selected HP installation services and does not modify any other term and condition associated with these services.
- HP reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.
- HP's ability 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 provides to HP.

Ordering information

This service can be ordered using the following part numbers:

- HA124A1-56P
- HA124A1-56Q
- HA124A1-56R

For more information

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

HP support services: www.hp.com/hps/support

HP Care Pack Services: www.hp.com/hps/carepack

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