

HP Recover-All Service - United States

HP Customer Support Contractual Services Offering

Technical data



HP Recover-All Service helps you protect your corporate assets if a major disruption or disaster strikes your IT operations. HP Recover-All Service extends your warranty or maintenance support contract to provide priority repair or replacement of contracted hardware products damaged in a disaster. This HP service provides 100 percent asset protection from natural or man-made disasters. If a disaster disrupts your IT operations, an experienced recovery team works with you to restore your physically damaged contracted hardware to working order. We coordinate the repair or replacement of the damaged hardware including the procurement, shipment, integration, installation and working order verification. We help you resume IT operations at your own site as soon as possible, minimizing the disruption of having to occupy an alternate site.

Recover-All Service provides a restoration or "get back home" strategy and action plan to help resume your IT operations to working order following a major disruption or disaster. In addition to repairing the damaged contracted hardware, Recover-All Service provides you with reimbursement expense, up to pre-defined limits, for many actual costs incurred as a result of your contracted hardware receiving direct physical damage due to a covered incident.

Service benefits

When a covered disaster strikes, this service provides the following benefits to your business:

- High-quality support by HP
- More effective IT resource planning
- Comprehensive hardware asset protection that gives you a complete working system versus only replacement compensation
- Easy access to help (you call the same number for routine HP hardware support services)
- Predictable costs
- No deductible and no value lost due to depreciation
- The "get back home" strategy to disaster recovery or business continuity plans

Service Feature Highlights

- If a disaster strikes, Customer's contracted hardware is quickly restored to working order at no extra cost to Customer and with no additional demands placed on Customer's staff
- Priority on-site response to repair or replace physically damaged contracted hardware
- HP coordinates an action plan to assess the damage of the contracted hardware, procures, ships, integrates, installs and verifies the hardware working order
- 24x7 coverage, once on-site, to restore contracted hardware to working order
- Guaranteed delivery of repaired or replacement hardware within 72 hours from the time HP places the replacement hardware order.
- Repair/replacement hardware of like kind, quality, functionality and performance
- Repair/replacement hardware shipped to the location Customer chooses
- Additional expense reimbursement, up to pre-defined limits, for many costs incurred as a result of the disaster

Specifications

Table 1. Service features

Feature	Delivery specifications
Invoking Recover-All Service	<p>Once the Customer has placed a service request to invoke a Recover-All Service claim via a designated HP support telephone number, HP will work with the Customer to verify Recover-All Service coverage and document the circumstances leading to the direct physical damage of the hardware. HP notifies the local service delivery team to contact the Customer and initiate an action plan. HP will contact Customer within 2-4 hours from HP's receipt of Customer's original call and coordinate with Customer an on-site damage assessment.</p> <p>Regardless of Customer's contracted service coverage, Recover-All Service claims receive priority response over routine service calls. Recover-All Service claims can be invoked with HP via telephone 24 hours a day, 7 days a week. HP retains the right to determine the final resolution of all reported problems.</p>
Service Coordination	<p>Following a covered accident or disaster, HP will undertake the restoration of Customer's contracted hardware to working order. An HP service engineer will visit Customer's site to assess the damage and initiate an action plan. Depending on the extent of the damage, the Recover-All Service effort may involve the following HP and/or HP-Authorized personnel:</p> <ul style="list-style-type: none">- Service engineers- Network specialists- Local HP service management- Environmental specialists- Installation specialists- Software specialists
Priority-One Repair and Replacement	<p>HP Recover-All Service uses "priority one" procedures, which gives its Customer's claims precedence over routine service requests. Local HP service personnel will repair or replace damaged hardware to working order. Replacement hardware or components will be equal in kind, functionality and performance to the replaced covered hardware or component that was damaged or destroyed following a covered incident. All replaced parts become the property of HP.</p>
Coverage window	<p>Claims can be invoked with HP via telephone 24 hours a day, 7 days a week.</p> <p>The coverage window is 24x7 once on-site following the invocation of a Recover-All Service claim, regardless of the call window specified in Customer's HP Hardware Support Agreement or HP warranty coverage.</p>
Response time	<p>Once a Recover-All Service claim is invoked with HP, the local HP authorized representative will contact Customer, within 2-4 hours from the initial call to HP, to coordinate an on-site hardware damage assessment.</p>

Work to completion	Once an HP authorized representative arrives at Customer's site, the representative will continue to deliver the service (either onsite or remotely, at the discretion of HP) until the physically damaged hardware is operational. Work may be temporarily suspended if additional parts or resources are required, but work will resume when they become available.
Escalation management	HP has established formal escalation procedures to facilitate complex hardware problem resolution. Local HP management coordinates problem escalation, rapidly enlisting the skills of key problem-solving technical specialists throughout HP.
Repair or replacement of contracted HP hardware	<p>For covered HP hardware that is physically damaged by a covered incident, the damaged hardware components will be repaired or replaced with hardware components of the like kind, quality, functionality and performance to restore the covered hardware to working order.</p> <p>When an exact replacement of the destroyed hardware is not readily available, HP may, at its sole discretion, implement one of several alternatives:</p> <ul style="list-style-type: none"> - Provide Customer with a comparable system, - Provide an upgrade, i.e., a system or component of higher capacity - Procure the hardware from a third party, such as an HP reseller
Repair or replacement of non-HP branded or multi-vendor hardware	<p>When covered non-HP hardware or multi-vendor hardware is damaged, HP will repair the hardware or contract with a HP-authorized, third-party vendor to perform repairs.</p> <p>For covered hardware that is destroyed, HP will use commercially reasonable efforts to procure replacement hardware from the manufacturer, a reseller, or HP multi-vendor stocking locations. In some circumstances, Recover-All Service may reimburse Customer for the actual cash value of the covered hardware at the time of hardware loss.</p>
Guarantee of repair or replacement hardware	<p>HP branded hardware: HP guarantees the delivery of replacement hardware or components to Customer within 72-hours from the time HP places the replacement hardware order. Failure of HP to deliver hardware to Customer, except in situations beyond HP's control, may result in a daily penalty rate equal to the amount of Customer's monthly service charges for the covered hardware, not to exceed \$5,000 per day or a maximum of \$150,000. The amount of the penalty, which constitutes Customer's sole remedy, will be paid in the form of a credit memo, which can be applied against Customer's existing HP Support Agreement.</p> <p>Non-HP hardware or multi-vendor hardware: HP will use commercially reasonable efforts to procure replacement hardware and ship it to Customer's location, by the fastest possible method at no additional charge to Customer.</p> <p>If the destroyed covered hardware is not repaired or replaced, this service offers the Customer the actual cash value of the covered hardware at the time of hardware loss. The actual cash value shall be determined by HP. To qualify, the Customer must inform HP during the on-site damage assessment that Customer does not want the destroyed covered hardware to be repaired or replaced.</p>
Additional Coverage for Expense Reimbursement	
Pre-defined limits of reimbursement costs	<p>In the event the Customer incurs the following categories of costs as a result of direct physical damage or loss to their Recover-All Service contracted hardware from a covered incident, Customer is eligible to receive reimbursement, up to the predefined limits on the Declaration of Insurance, for reasonable costs actually incurred.</p> <p>Customer is responsible for the coordination, management and facilitation of any services eligible for reimbursement. Reimbursement categories and costs are not deliverables under Recover-All Service, and HP does not pay fees associated with these services on behalf of Customer.</p> <p>Reimbursable costs, up to pre-defined limits, include but are not limited to those described below.</p>
Relocation of undamaged contracted hardware	Reimbursement for the costs to relocate undamaged, contracted hardware that is in imminent danger and to later return the hardware to its original location. Covered costs include de-installation, transportation, storage and reinstallation
Data center recovery facility	Expenses incurred for notification, declaration and daily usage fees incurred while occupying a data center recovery facility due to direct physical damage or loss of the Recover-All Service

contracted hardware.

Loss of Use	Customer's incurred reasonable costs to install temporary hardware at an alternative site due to direct physical damage or loss to the Recover-All Service contracted hardware when caused by a covered incident.
Civil authority	The reasonable costs incurred to install temporary replacement hardware at an alternative site if access to Customer's premises and Recover-All Service contracted hardware is denied due to a covered incident, or threat thereof.
Data center design	Re-design costs incurred as a result of a covered incident in which Customer's data center containing the Recover-All Service contracted hardware is destroyed.
Environmental reimbursement coverage	<p>Debris Removal: Costs for removing and properly disposing of damaged or destroyed contracted hardware.</p> <p>Environmental Consulting: Use of an environmental consultant to determine the loss due to the actual or threatened contamination to contracted hardware.</p> <p>Expense to recharge fire protection system: Cost incurred to recharge Customer's fire protective system used to protect contracted hardware.</p>
Extra expenses	<p>Recover-All Service provides reimbursement, up to pre-defined limits, for reasonable expenses incurred by Customer to continue normal data processing operations for the period of time in which Customer's hardware is being repaired or replaced, due to a covered incident.</p> <p>Recover-All Service will not pay for expenses Customer would normally incur as part of routine data processing operations or loss or damage covered under the HP Support Agreement or warranty.</p>
Data recovery	<p>Recover-All Service provides reimbursement, up to pre-defined limits, for the cost of reproducing any data or media from backup media, which is lost as the result of a covered incident, provided that the data or media is mounted on the covered hardware at the time of the loss.</p> <p>Data is defined as the information stored on the media and includes facts, computer programs, and software. However, data does not include custom-developed, modified, or unlicensed software or computer programs.</p> <p>If lost data is not replaced or reproduced, Recover-All Service will reimburse Customer, up to pre-defined limits, for the cost of blank media of the like kind and quality that was damaged by a covered loss.</p>
Recover-All Service Covered Incidents	Recover-All Service covers damage caused by a specific range of incidents. Covered incidents include, but are not limited to, the following: accident, acid leak, air conditioning malfunction, burglary, burst pipe, chemical spill, condensation, coolant leak, corrupt data, earthquake, electrical storm/short, evacuation, explosion, fire, flood, freezing conditions, hail, sprinkler system discharge, hurricane, lightning, loss of access, electric power anomalies, roof damage, sewage contamination, sprinkler malfunction, smoke damage, theft, tornadoes, transformer fire, Uninterruptible Power Supply (UPS) failure, vandalism, viruses, wind and water damage

Service eligibility

- Recover-All Service must be purchased on the minimum hardware configuration, defined as the CPU, memory, mass storage devices, and console terminal. The equipment must be covered with either an HP Support agreement, with a minimum service response level of next business day on-site support, an HP self maintenance support agreement or a valid HP hardware product warranty.
- Unless listed as an exclusion in Service Limitations and Exclusions (above), HP and non-HP hardware are eligible for the Recover-All Service provided the hardware is covered by an HP Support agreement or an existing HP warranty.
- Hardware that HP has determined to be at end-of-service life will no longer be eligible for

Recover-All Service from the effective date of the end-of-service.

- Recover-All Service is available throughout the continental United States, the District of Columbia and the Island of Oahu, Hawaii. In Alaska, Recover-All Service is available only on systems covered by an HP hardware support agreement with a minimum of four (4) hour onsite service response level.

Service limitations

Service Limitations and Exclusions

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. HP will determine the appropriate delivery method required to provide effective and timely support

Services such as, but not limited to, the following are excluded from HP Recover-All Service:

- Recovery of software, and data from other sources than Customer backup
- Operational testing of applications or additional tests requested or required by Customer
- Troubleshooting for interconnectivity or compatibility problems
- Support for network related problems
- Services required due to failure of Customer to take necessary avoidance action as previously advised by HP
- Services required due to failure of Customer to incorporate any system fix, repair, patch, or modification provided to Customer by HP
- Battery replacement

The following computing devices, HP branded and non-HP branded, are excluded from Recover-All Service coverage:

- Mobile computing devices such as, but not limited to, notebooks/laptops, PDAs, cameras or retail products
- NonStop servers

Recover-All Service does not cover loss caused by, resulting from, or contributed to by the following:

- Damage due to war or nuclear incident, unauthorized attempts to repair hardware, use of damaged or defective media, or fraud
- Business interruptions, obsolescence, cosmetic damage, or programming errors
- Standard maintenance services already covered under an HP support agreement or warranty
- Damage to underground cables, or cables located in floors, walls, or ceilings
- Damage caused during relocation of computer hardware. The Recover-All Service agreement is temporarily suspended during the time hardware is de-installed, reinstalled and verified. However, HP Relocation Service includes insurance coverage for hardware damaged during routine hardware relocation.
- Damage to covered hardware caused by terrorist acts is subject to the terms, conditions and limitations provided by the Federal Terrorism Risk Insurance Act of 2002, (TRIA), and any subsequent rulings made by the U. S. Government and its agencies that may impact TRIA.

Customer responsibilities

- Customer is responsible for maintaining site conditions within the environmental ranges specified by HP for system devices and media. If, after being notified by HP that the site is not in compliance and Customer fails to correct the specified condition, HP may, at its option, cancel or suspend Recover-All Service after providing Customer with 30 days' written notice. If the problem is corrected and HP has verified this correction, HP may reinstate service coverage.
- In the event of a disaster, Customer immediately must notify HP of any hardware malfunction or damage, and identify the call as a Recover-All Service claim. Failure to specify Recover-All Service claim may result in a delay of service response and repair procedures.
- Customer must ensure that a Customer representative is present during service and allow HP full and unrestricted access to all contracted hardware and communications locations.
- Customer is responsible for the security of its proprietary and confidential information and for maintaining a procedural reconstruction of lost or altered files. This includes, but is not limited to creating back-up copies of the software provided with the system.
- Ensure all software is properly licensed.
- Take all steps necessary to protect contracted hardware from damage.
- Coordinate, manage and facilitate any and all business continuity or disaster planning services that are not deliverables of Recover-All Service. HP may reimburse Customer for the actual costs associated, up to the pre-defined limits, if these costs are eligible categories under the Additional Coverage for Expense Reimbursement section as stated above.
- When submitting reimbursement claims to HP, Customer must provide proof of loss and/or original receipts for the actual costs incurred, as a result of direct physical damage to the Recover-All Service contracted hardware.

General provisions/Other exclusions

Term, Suspension and Cancellation

Term

- Recover-All Service is available for a period of one (1) year, billed either monthly or annually.

Suspension

- Coverage is suspended to contracted hardware that is removed from an HP Support Agreement. Additionally, if HP reasonably believes that the contracted hardware is not being properly used, maintained, or cared for by Customer, HP may suspend Recover-All Service after written notification to Customer.

Cancellation:

- Customer may cancel Recover-All Service at any time by providing HP thirty (30) days prior written notice to the appropriate HP Contract Administrator, stating when the cancellation is to be effective. Proof of mailing, by certified or registered mail, will be sufficient proof of notice.
- HP may cancel the Recover-All Service by mailing written notice to Customer's address shown on the HP Service Agreement, not less than sixty (60) days prior to the effective date of the cancellation. Proof of mailing, by certified or registered mail, will be sufficient proof of notice.

Policy and Agreement

Policy

- Recover-All Service is a service provided by HP with a peripheral insurance component. The insurance component is underwritten by Computer Insurance Company or Indemnity Insurance Company of North America, and arranged on behalf of the respective insurance company by Marsh Inc.
- Notwithstanding, any other provision of this Recover-All Service data sheet, HP disclaims, and shall have no liability for, any loss or damage incurred by Customer which is not a covered incident under the Recover-All Inland Marine insurance policy (hereinafter the Policy) issued to Customer by either the Computer Insurance Company or by the Indemnity Insurance Company of North America. In the event of a discrepancy between this Recover-All Service data sheet and the Policy, the Policy terms shall prevail.

Agreement

- This HP Recover-All Service data sheet, together with the (a)HP Terms and Conditions of Sale and Service (E16) or HP Business Terms (E99), and Exhibit SS5, (b)the HP Hardware Support Technical data sheet or HP hardware warranty, with a minimum service response level of next business day and (c)the Declaration of Insurance and Recover-All policy provided by the designated insurance carrier, constitute the entire agreement ("Agreement") between the parties with respect to the service described herein.

Ordering information

Recover-All Service is an enhancement to HP's hardware warranties or HP Support Agreements and sold as a contractual service. The Service can be purchased at any time provided the minimum hardware configuration, defined as the CPU, memory, mass storage devices, and console terminal, with a minimum service response level of next business day on-site service is met. HP branded and non-HP hardware must be in good working order and listed on an active HP Support Agreement or HP warranty. The monthly charge for Recover-All Service will be calculated from the post-warranty, next business day on-site hardware service response level regardless of warranty attributes or higher contractual service response levels for Customer's HP's Warranty or Support Agreements. No discounts or waivers apply to end-user sales of Recover-All Service.

For more information

For more information about HP Recover-All Service or the other HP Business Continuity Services, please contact your HP representative at 1-800-863-5360, e-mail business.continuity@hp.com, or visit our web site at:

www.hp.com/hps/support

Additional information URL

Additional information can be found at www.hp.com/hps/continuity or www.hp.com/go/continuity. HP Business Continuity Services are part of our broader Business Continuity & Availability Solutions, encompassing both technologies and services.

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