

# Installation Service

## HP Deployment Services



### Service benefits

- Installation of PCs and printers that are IT and user ready
- Standard installation worldwide
- Easy to order

### Service overview

With Installation Service, an HP service agent will come to your site to deliver this service. For PC installation, the agent will deliver the products to your specified location. For printer installation, the agent will go to the site where the printer is located. The service agent will set up devices and peripherals, and remove packaging materials once the installation is complete. This is the basic installation service available to customers within the broader category of HP Deployment Services, which focus on the distribution, delivery and installation of HP assets. These services are designed to help reduce the amount of time IT teams spend on roll-out and refresh projects.

### Specifications

#### Installation Service

In this basic version of the installation service, an HP service agent will install the new device at a designated location (cubicle, office, lab or room) within the customer's premises and will remove the packaging material from the work area. For PCs, this service includes the collection of the units from a central collection point within the customer's premises. For PCs, the service does not include the configuration of the PC with a user profile, network configuration or software installation. For printers, the customer will place the printer in the immediate location where the installation service is to take place.

#### HP Installation Service for PCs includes the following:

Customer contact: HP or its authorised service provider will contact the customer to schedule an appointment. HP will contact the person listed on the customer order and schedule an appointment with one person per site. Unless otherwise requested and/or scheduled, the standard practice is to start all installation services within one week of delivery of the hardware at the customer's dock or door. Delivery completion times are subject to HP and its authorised service providers' availability. The Installation Service will attempt completion in a single visit.

- Desk-side delivery: HP will pick up products from the customer's receiving or staging area and deliver them to the specified customer location (e.g. an end user's cubicle, office, lab or room). The customer's receiving or staging area must be in the same building as the cubicle, office, lab or room where the products will be delivered.
- Unpacking: HP will inventory the shipment against the packing list and unpack all delivered products. HP will also remove packaging materials to on-premise customer-designated locations, which must be in the same building as the cubicle, office, lab or room where the products will be delivered.
- Set-up: HP will place the PC in the customer's designated location and physically connect peripherals, network cables and power cords. Peripherals are limited to a monitor, docking station, keyboard and mouse. The service does not include wall mounting.
- Power-on/Boot-up: HP will turn on the PC and execute initialisation procedures with the installed image.
- HP or its authorised service provider will then obtain sign-off for the Certificate of Acceptance/Project Completion form.
- HP or its authorised service provider will not postpone an installation invoice based on execution of the Certificate of Acceptance/Project Completion form.

### **HP Installation Service for printers includes the following:**

Customer contact: The customer will contact HP or its authorised service provider to schedule an appointment. HP will schedule an appointment with one person per site. Unless otherwise requested and/or scheduled, the standard practice is to start all installation services within one week of delivery of the hardware at the customer's dock or door. Delivery completion times are subject to HP and its authorised service providers' availability. The Installation Service will attempt completion in a single visit. Any services provided outside of HP standard business hours may be subject to additional charges.

- Unpacking: HP will inventory the shipment against the packing list and unpack all delivered products. HP will also remove packaging materials to on-premise customer-designated locations, which must be in the same building as the cubicle, office, lab or room where the products will be delivered.
- Set-up:
  - The customer will place the printer in the immediate location where the installation service is to take place. HP will physically connect peripherals, network cables and power cords that were purchased in the same order.
  - This service provides installation of the print driver on a single PC workstation (not server).
  - This service provides printer network set-up, including the programming of the IP address and network settings as well as verification of the network printing functionality.
  - This service provides wireless connection set-up and verification of the printing functionality over the internet.
  - For the configuration of the printer for networking, the customer can choose between automatic configuration using BOOTCP or Dynamic Host Configuration Protocol (DHCP), or manual configuration with IP address, default gateway and subnet mask.
  - For multifunction products, the service provides set-up of the "send to email configuration" and configuration of the printer for SMTP or LDAP.
  - This service provides the customer-identified key operator with a basic overview on how to install consumables, print a test page and clear paper jams, plus explanations of basic features and functionality, such as print driver, control panel features (copy, print, send to email), embedded web server and alerts.
  - This service supplies basic information to the customer, including how to place a support call to HP.
- HP or its authorised service provider will then obtain sign-off for the Certificate of Acceptance/ Project Completion form.

## Customer responsibilities

### **Site and product access**

The customer must provide access to the building, floor, individual cubicles, offices, labs and rooms where the service will be delivered on the date and time that the delivery is scheduled. Furthermore, the customer must provide working space and facilities within a reasonable distance of the products as well as access to and use of information, customer resources and facilities as is reasonably determined necessary by HP to provide the deployment service for the products and to allow the HP service agent to help with the installation of the new units.

Customer resources include a site representative and contact to identify the cubicles, offices, labs and rooms where the installations are to take place.

Access to the collection point must be clear of obstacles (e.g. restricted access, locked doors, etc.). It is the customer's responsibility to provide special equipment, such as forklifts and stair walkers, as well as their respective operators. If lifts are present, the customer must help with lift access for the movement of units across different floors.

The customer must inform HP or its authorised service provider about required clearance or passes to access military or public areas, laboratories and so on.

### **Cleared space**

The area where the new PC or printer will be installed must be unencumbered and clear of any old, existing equipment. As necessary, the customer will clear the space where the new PC or printer is to be installed. For a PC, the customer can order Deinstallation Services if the customer requires HP to clear the space. The old PC equipment (PC, docking station, monitor, keyboard and mouse) must be cleared from the desktop or tabletop where the new equipment is to be set up and installed.

### **Appointment booking**

Hardware and service orders will be placed per customer site. It is the buyer's responsibility to provide the customer site contact name, email and phone number as part of the hardware service order process. HP's authorised service provider will schedule the appointment with the provided site contact and clarify the required service details. The customer's contact must either possess native-language (site-specific) skills (written and spoken) or be able to speak, read and write English.

### **Project management**

Overall project management will be provided by the customer or ordered as a separately managed service from HP or a third party. HP or its authorised service provider will schedule an appointment with one person per site. It will be the responsibility of the customer to contact or inform its end users.

It is the customer's responsibility to provide the HP authorised service provider with a detailed installation/deinstallation plan (building, floor, pillar, desk, user, new device model, etc.) to enable delivery. Additional parameters such as BIOS password, computer name, domain name, administrator name, administrator password, user account/name and user password are required for security settings, network connections, and authentication and imaging services. The customer will grant all approvals; provide information such as IP addresses; and ensure that all hardware, firmware and software that the HP service specialist will need in order to deliver this service are available.

If the customer's project management or Installation Service coordination is performed in non-English-speaking countries, the customer's contact will either possess native-language (site-specific) skills (written and spoken) or be able to speak, read and write English.

### **PC accessory compatibility**

If the customer requests that existing legacy accessories, such as a monitor, docking station, keyboard and mouse, be connected to a newly ordered PC (desktop, notebook, thin client or workstation), then the customer is responsible for and must ensure that the existing accessories are compatible with the new PC. The Installation Service does not include any logical configuration of the peripheral at the operating system level, including monitor or mouse settings.

### **Cabling preparations**

The customer will ensure that the power and network cabling at the designated area is complete before the start of installation services.

### **PC product collection point**

The customer will ensure that all products to be installed are at a centralised collection point and that the distances between the centralised collection point and the designated cubicles, offices, labs and rooms where the installations are to take place are at an acceptable distance. The customer's centralised collection point must be in the same building as the cubicle, office, lab or room where the products will be delivered.

The centralised collection point can be the building lobby or loading dock (door or dock) where the products were delivered by the logistics carrier. If the customer wants the centralised collection point to be somewhere else and wants HP to place the products in a centralised collection location other than the lobby or loading dock (door or dock), then the customer must order the Value-Added Logistics Service for Inside Delivery, which is a separate, stand-alone service.

### **Licences**

The customer must provide licensed software with valid keys, where applicable, for HP to perform the installations. It is not HP's responsibility to verify licensing or the validity of software provided by the customer for any installations.

### **Bootable image**

The PCs to be installed will have a bootable image already installed on them.

### **Printer network set-up**

The customer is responsible for programming IP address and network settings as well as verifying network printer functionality.

### **General responsibilities**

#### *Data backup*

It is the customer's responsibility to back up all customer files, data or programs prior to the commencement of any Installation Services and to be able to reconstruct lost or altered customer files, data or programs. The customer must maintain a separate backup system or procedure.

#### *Hazardous environment*

The customer must notify HP if it is discovered that the working area allocated to HP poses a potential health or safety hazard to HP or service agent employees. HP may postpone Installation Services until the customer remedies such hazards.

#### *Authorised representative*

The customer must have a representative present when HP service engineers are providing Installation Services at the customer's site.

The customer's representative must either possess native-language (site-specific) skills (written and spoken) or be able to speak, read and write English.

#### *Specific requirements*

The customer must fulfil the above responsibilities for the specific services acquired.

### **Confidentiality**

The customer is responsible for the security of its proprietary and confidential information. Information exchanged under this Agreement will be treated as confidential if identified as such on disclosure or if the circumstances of disclosure would reasonably indicate such treatment. Confidential information may only be used for the purpose of fulfilling obligations or exercising rights under this Agreement and shared with employees, agents or contractors with a need to know such information to support that purpose. Confidential information will be protected using a reasonable degree of care to prevent unauthorised use or disclosure for three years from the date of receipt or (if longer) for such period as the information remains confidential. These obligations do not cover information that: i) was known or becomes known to the receiving party without duty of confidentiality; ii) is independently developed by the receiving party; or iii) where disclosure is required by law or a governmental agency.

### **Personal data**

Each party shall comply with their respective obligations under applicable data protection legislation. HP does not intend to have access to the customer's personally identifiable information ("PII") when providing services. If HP has access to customer PII stored on a system or device belonging to the customer, such access will likely be incidental and the customer will remain the data controller of customer PII at all times. HP will use any PII to which it has access strictly for the purpose of providing the services ordered. The customer is responsible for the security of its proprietary and confidential information, including PII.

## General provisions

### Order cancellation

The customer may cancel orders for this service prior to appointment booking delivery at no charge.

### Service delivery

Services must be received/executed in the country in which the order was placed.

### Operational hours

Installation Services are performed during local standard HP business hours on normal business days, excluding local HP public holidays.

### Subcontracting

HP may (a) subcontract the performance of any of its obligations (in whole or in part) to a third party, including HP authorised service providers, or (b) assign or transfer this Service Agreement to another HP entity at any time subject to written notice.

### Key operator basic training for printers

HP will provide a basic overview of how to install consumables, how to print a test page and how to clear paper jams, plus explanations of basic features and functionality.

### Delivery location

Installations occur at ship-to locations only.

### Supported hardware

HP desktops, notebooks, thin clients, workstations, retail point-of-sale devices, tablets and printers are supported by this service.

### Additional charges

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.

### Defective hardware

Defective hardware, as identified during installation, will be replaced or repaired under the original vendor warranty terms for HP-supplied or HP-supported products.

### Geographic coverage

These services may not be available in every location. Please contact your local HP sales representative for country-specific coverage and limitations. Travel charges may apply.

## Ordering information

Installation Services may be ordered only if a new PC (desktop, notebook, thin client or workstation) or printer is purchased. Installation Services are limited to a PC, monitor, docking station, keyboard, mouse and printer. The service only needs to be ordered for the PC or printer and includes the connection of these accessories. The service is generally limited to PCs and printers as well as the accessories ordered with services; however, HP will connect the aforementioned existing accessories to a newly ordered PC or printer pursuant to the customer responsibilities noted in this document.

Installation Services for PCs or printers will be limited to a maximum of 1,000 units per order and are subject to the following installation capacities:

- Site orders with fewer than 10 units must have all units installed at the same time.
- Site orders with more than 10 units must have a minimum of 10 units installed per day.
- The whole service is intended to be complete eight weeks after delivery of the hardware. Orders for more than 1,000 units can be fulfilled through GetMore Services.

Learn more at  
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Sign up for updates here:  
[hp.com/go/getupdated](https://hp.com/go/getupdated)



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