

# HPE Tech Care Service

## Operational support service

### Service overview

HPE Tech Care Service is the edge-to-cloud operational support service for HPE hardware, software, and multivendor products. Designed to help an organization's IT systems, applications, and infrastructure run smoothly and efficiently on a day-to-day basis, HPE Tech Care Service helps resolve issues and interruptions quickly while focusing on finding ways to improve the reliability, availability, and performance of your technology.

HPE Tech Care Service offers three distinct service levels that make it easy to select the right level of service to meet your unique business needs, ensuring that you get the support you need, when you need it most.

Whether traditionally by phone and email, through accelerated self-serve channels such as the HPE Care Concierge and Expert Chat, or by utilizing HPE remote support solutions to automate your service experience, HPE Tech Care Service provides direct access to reliable, expert technical resources with specialized knowledge in product-specific hardware and software to help resolve your issues faster. Our HPE experts go beyond traditional support by providing technical guidance on the operation, management, and security of supported products that can help reduce your risk and increase IT uptime.

HPE Tech Care Service includes access to the HPE service portal, an enhanced and personalized digital experience that empowers Customers with on-demand access to HPE tools and knowledge. The HPE service portal generates insightful, actionable data about HPE products, service cases, and support contracts to help simplify IT management.

Customers can save time by finding quick answers in HPE's extensive knowledge base or best practices in the HPE Tech Tips video library. Self-service tools allow Customers to perform certain activities without having to open a support incident, in addition to providing a portal of curated knowledge resources.

HPE Tech Care Service provides full access to HPE resources that can help drive operational excellence and performance optimization from edge to cloud.

### Service level options

HPE Tech Care Service offers three service level options tailored to meet the Customer's operational requirements: Basic, Essential, or Critical. Each service level includes both hardware and software coverage.

Regardless of your coverage window, incidents can be reported to Hewlett Packard Enterprise 24 hours a day, 7 days a week. Additionally, all service level options provide 24x7 access to online self-serve and self-solve capabilities; for supported devices connected through HPE Proprietary Service Tools, 24x7 analytics and automated incident submission are available.



**Table 1.** Service level options

Service level options	Service feature	Coverage window	Feature description
<b>Critical</b>	<b>Enhanced phone response</b>	Remote response service is available 24 hours per day, 7 days per week including HPE holidays.	15-minute callback for severity 1 incidents, 1 hour for severity 2 or 3; where available direct phone access to product specialists without the need for a callback (all severities).
	<b>6-hour hardware call-to-repair<sup>1</sup></b>	On-site response service is available 24 hours per day, 7 days per week including HPE holidays.	For severity 1 and 2 incidents, HPE returns the covered hardware to operating condition within six hours. <sup>1</sup> For further details, see <a href="#">Hardware call-to-repair</a> .
	<b>Outage management</b>	Remote response service is available 24 hours per day, 7 days per week including HPE holidays.	Available for severity 1 business impacting situations; HPE provides priority access to incident recovery specialists to expedite return to service.
<b>Essential</b>	<b>Enhanced phone response</b>	Remote response service is available 24 hours per day, 7 days per week including HPE holidays.	15-minute callback for severity 1 incidents, 1 hour for severity 2 and 3; where available, direct phone access to product specialists without the need for a callback (all severities).
	<b>4-hour on-site attendance</b>	On-site response service is available 24 hours per day, 7 days per week including HPE holidays.	4-hour on-site attendance <sup>2</sup> for covered hardware.
<b>Basic</b>	<b>Standard phone response</b>	Remote response service is available 9 hours per day during local HPE standard business hours, <sup>3</sup> excluding weekends and HPE holidays, unless otherwise agreed by HPE.	2-hour callback from product specialist; support incidents received outside the coverage window shall be acknowledged the following coverage day.
	<b>Next business day on-site coverage</b>	On-site attendance—the next standard business day, during local HPE standard business hours, <sup>3</sup> excluding weekends and HPE holidays, unless otherwise agreed by HPE.	Next-business-day on-site response for covered hardware; <sup>2</sup> support incidents received outside the coverage window shall be acknowledged the next coverage day and serviced within the following coverage day. <sup>4</sup>

<sup>1</sup> Hardware call-to-repair time begins when the initial incident has been received and acknowledged by HPE or at the start time for work scheduled in agreement with the Customer, as specified in the [Hardware call-to-repair](#) section. Hardware call-to-repair time ends with HPE’s determination that the hardware is repaired, or when HPE has determined that no on-site intervention is required. For hardware cases originating from software incidents, call-to-repair time begins when HPE has made the determination that the cause is attributable to the covered HPE hardware

<sup>2</sup> See [Hardware on-site support service limitations](#) section for more information regarding on-site response times

<sup>3</sup> HPE standard local business days and hours duration may vary based on geographical location

<sup>4</sup> Requests to schedule on-site attendance for outside the coverage window may incur additional costs and are subject to HPE availability

The HPE Tech Care Service level options noted are product dependent. HPE shall provide the hardware support features for covered hardware products and the software support features for covered software products. Some service features may not be available in all languages or localities. All coverage windows are subject to local availability. Product eligibility may vary. Contact a local HPE sales office or HPE sales representative for detailed information on service availability and product eligibility.



## Service features

HPE Tech Care Service includes a general set of service features along with hardware and/or software-specific features, based on the technology under support and if the product contains hardware, software, or both. Some service features are enhanced using HPE Proprietary Service Tools to provide greater levels of technical support or guidance. Customers who register online through the HPE service portal gain access to enhanced digital capabilities enabling increased ease of management and direct HPE engagement.

Remote and on-site response times vary based on the service level selected, with the highest service level providing additional assistance to Customers should outages occur.

**Table 2.** Service feature summary

General features	
<ul style="list-style-type: none"> <li>• Phone access to experts</li> <li>• Expert online chat*</li> <li>• Expert forum response*</li> <li>• General Technical Guidance</li> <li>• HPE Proprietary Service Tools assistance**</li> </ul>	<ul style="list-style-type: none"> <li>• Predictive alerts**</li> <li>• Automated incident logging**</li> <li>• HPE Tech Tips video library*</li> <li>• Access to HPE service portal*</li> <li>• Outage management (<b>Critical</b> service level only)</li> </ul>
Hardware service features	
<ul style="list-style-type: none"> <li>• Remote problem diagnosis and support</li> <li>• On-site hardware support</li> <li>• Replacement parts and materials</li> <li>• HPE Visual Remote Guidance (VRG)</li> <li>• HPE digital dashboards*/**</li> <li>• Firmware updates for selected products*</li> <li>• Periodic maintenance (for selected products)</li> <li>• 6-hour hardware call-to-repair (Critical service level only)</li> </ul>	
Software service features	
<ul style="list-style-type: none"> <li>• Software support</li> <li>• Installation advisory support</li> <li>• Software features and operational support</li> <li>• Software product and documentation updates</li> <li>• HPE Collaborative Support and Collaborative Assistance</li> </ul>	
Optional features	
<ul style="list-style-type: none"> <li>• HPE Defective Media Retention (DMR)</li> <li>• HPE Comprehensive Defective Material Retention (CDMR)</li> <li>• Preventive maintenance (only with HPE contractual services)</li> <li>• Hardware Exchange Service</li> </ul>	

\* Service deliverables require HPE service portal registration and activation.

\*\* Service deliverables require connectivity to HPE using HPE Proprietary Service Tools.



## General features

**Table 3.** General service features

Feature	Delivery specifications
<b>Phone access to experts</b>	<p>Customers may contact<sup>5</sup> HPE support by telephone 24 hours a day, 7 days per week to log support incidents. Response times will depend on the service level of the covered product.</p> <p><b>15-minute 24x7 enhanced response (Critical and Essential service levels)</b> For severity 1 incidents, HPE aims to either connect the Customer to a product specialist or call the Customer back within 15 minutes. For all other incidents, HPE may connect the Customer to a product specialist or call the Customer back within one hour.</p> <p><b>2-hour standard response (Basic service level)</b> For calls on products covered by a basic service agreement, HPE shall provide a 2-hour phone response from a product specialist during the coverage window.</p>
<b>Expert online chat</b>	<p>Customers can initiate an online chat with a specialist technical resource to ask questions, get help, or General Technical Guidance. Expert online chat is provided so Customers can obtain quick answers to technical questions about their HPE product. Complex questions that require detailed responses may be elevated to support incidents on an as-needed basis. Expert online chat is limited to English language only—requires the user to be registered on the HPE service portal and is available during the service coverage window. Availability may vary for certain products. Visit the <a href="#">Expert online chat product list</a> for details or contact your local HPE sales representative.</p>
<b>Expert forum response</b>	<p>Customers can post questions and issues or discuss usage of products within the <a href="#">HPE Community forums</a>. HPE product specialists respond within two business days to any unsolved questions raised within the official HPE Community forum for products covered by HPE Support services. Where posts raise topics that should be addressed through standard support processes, HPE requests that a formal support incident be created and follows the standard HPE incident management process. The specialist technical resource is limited to English language only and requires that the user has registered service agreements on the HPE service portal. HPE Community forums can be accessed using the following hyperlink: <a href="http://community.hpe.com/">community.hpe.com/</a></p>
<b>General Technical Guidance</b>	<p>HPE endeavors to provide General Technical Guidance for Customer questions and inquiries specific to the topic areas outlined in this section regarding the operation and management of the Customer's products covered by HPE Tech Care Service. General Technical Guidance is available through the telephone, web, and chat communication channels and is subject to the service coverage window of the service agreement and will be treated as a severity 3 incident. When related to the topics detailed/described in this section, HPE identifies knowledge documents, videos, and knowledge base articles to assist with topics raised.</p> <p>In addition to any limitations or exclusions set forth in this data sheet, any General Technical Guidance from HPE shall be provided specifically for the topics detailed as follows and only for the products covered under the service:</p> <ul style="list-style-type: none"> <li>• Correct usage or procedures to use the products' features</li> <li>• Assistance with identifying relevant documentation or knowledge base articles</li> <li>• HPE best practice advice to help you manage and maintain your products</li> <li>• Basic navigation to use the product management interface</li> <li>• Advice on capacity management options based on product usage trends (where available)</li> <li>• Guidance with the general configuration of the product that may include recommendations for best practices based on HPE operational experience</li> <li>• Guidance on the potential steps to help bring the product into a supported configuration</li> <li>• General Technical Guidance topics mentioned previously may not be applicable to all hardware and/or software products covered by this service</li> </ul>
<b>HPE Proprietary Service Tools assistance</b>	<p>For HPE products that are supported by HPE Proprietary Service Tools, HPE provides support and advice for their setup, configuration, and usage. Further, for those connected products, HPE extends General Technical Guidance to include analytics, as well as the events and recommendations provided. For configured HPE products, on request, HPE assists Customers in understanding the issues, events, and information provided by HPE Proprietary Service Tools. Where analytics provide recommendations, HPE can provide qualification of the analysis, the recommendation, and the general next best actions in line with General Technical Guidance.</p>

<sup>5</sup> Visit the HPE worldwide technical support phone numbers for country-specific contact information.



**Table 3.** General service features (continued)

Feature	Delivery specifications
<b>Predictive alerts</b>	<p>For HPE products covered by a service agreement, connected to and as supported by HPE Proprietary Service Tools: Customers gain access to enhanced automated monitoring routines that can identify potential issues using HPE unique signatures, rules, and determinations. For issues identified, HPE Proprietary Service Tools may identify opportunities for corrective action, and automatically submit incidents to HPE containing diagnostic information to speed diagnosis and repair. Capabilities may vary by product; devices need to be supported by HPE Proprietary Service Tools, and connectivity is required.</p> <p>Configuration and usage of HPE Proprietary Service Tools are required to gain product insights, issue alerts, and identify usage and configuration opportunities.</p>
<b>Automated incident logging</b>	<p>For supported HPE products using HPE Proprietary Service Tools, and where connected, devices may automatically submit incidents to HPE containing diagnostic information to speed diagnosis and repair.</p> <p>Where automated monitoring and incident submission identifies critical issues requiring HPE engagement, HPE attempts to engage the previously identified Customer contact within the service coverage window as defined by the service level purchased. Should the Customer contact not be available, or at the Customer's request, HPE schedules follow-up for the following business day. All noncritical issues will be followed up on the following business day. Customers may at any stage, subject to their service level, engage with HPE to request continuity of problem diagnosis and resolution. For more information, visit <a href="#">HPE Get Connected to Remote IT Support Services</a>.</p>
<b>HPE service portal</b>	<p>Customers must register their HPE products and service agreements in the HPE service portal to benefit from the HPE service solutions and tools provided in the personalized and integrated digital workspace. In the HPE service portal, Customers can create and manage cases, view alerts and notifications (including notices of available critical downloads and security bulletins), and access support tools including virtual agent, expert chat, and the HPE Tech Tips video library. Customers can also view various dynamic dashboards that provide information about registered HPE products and services including current and historical incidents and cases, part consumption (as applicable), software and firmware update information, and more. The dashboards provide HPE analytics and recommendations that are designed to help manage HPE product support and maintenance activities. Access to the <a href="#">HPE service portal</a> is available 24 hours per day, 7 days a week.</p>
<b>HPE Tech Tips video library</b>	<p>HPE provides access to an enhanced video knowledge library offering technical best practices and functional know-how from HPE experts. The HPE Tech Tips video library helps Customers understand how to best manage and operate their HPE product and provides information regarding emerging support trends and capabilities. HPE Tech Tips video library is available in the <a href="#">HPE service portal</a>. Subject of content may vary per HPE and multivendor product.</p>
<b>Outage management (Critical service level)</b>	<p>During a severity 1 HPE service incident, should a business-impacting outage be identified by the Customer, HPE invokes an enhanced outage management process, dependent on the issue severity and complexity, to help minimize the business impact and accelerate resolution. Once a business outage or critical workflow interruption has been confirmed by HPE, technology-specific specialist resources shall be engaged to drive incident resolution. Throughout the duration of the outage incident, the specialist resources drive technical resolution and proactively keep nominated Customer stakeholders informed of the status. Where identified by HPE, technical insights and opportunities shall be shared to help reduce future incident likelihood. Outage management is included for HPE products covered by the critical service level option and is in addition to standard HPE escalation processes.</p>



## Hardware service features

**Table 4.** Hardware service features

Feature	Delivery specifications
<b>Remote problem diagnosis and support</b>	<p>Once an incident has been logged and it has been acknowledged by HPE (as per general provisions), HPE works during the coverage window to isolate the hardware incident and to remotely troubleshoot, remedy, and resolve the incident with the Customer. Prior to any on-site assistance, HPE may initiate and perform remote diagnostics using electronic remote support solution to access covered products, or HPE may use other means available to facilitate remote incident resolution.</p> <p>When Customers choose to swap defective parts with HPE provided replacements referred to as Customer self-repair (CSR), HPE provides remote assistance during the service coverage window for installation of Customer-installable parts or firmware classified by HPE as CSR parts.</p>
<b>On-site hardware support</b>	<p>For hardware incidents that cannot, in HPE's judgment, be resolved remotely, an HPE authorized representative provides on-site technical support on covered hardware products to return them to operating condition. Once an HPE authorized representative arrives at the site, the representative continues to deliver the service, either on-site or remotely, at the discretion of HPE, 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.</p> <p>Repair is considered complete upon HPE verification that the hardware malfunction has been corrected or that the hardware has been replaced.</p> <p>In addition, at the time of on-site technical support delivery, HPE may:</p> <ul style="list-style-type: none"> <li>• Install available engineering improvements for covered hardware products to help ensure proper operation of the hardware products and maintain compatibility with HPE supplied hardware replacement parts</li> <li>• Install available firmware updates defined by HPE as noncustomer installable for covered hardware products, that, in the opinion of HPE, are required to return the covered product to operating condition or to maintain supportability by HPE. On request, HPE installs during coverage hours critical HPE firmware updates defined by HPE as noncustomer installable for covered hardware products. Critical firmware updates are firmware updates recommended by the HPE product division for immediate installation</li> </ul>
<b>Replacement parts and materials</b>	<p>HPE provides HPE 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 HPE to assure supportability of the product.</p>
<b>6-hour hardware call-to-repair (Critical service level)</b>	<p>Using on-site and/or remote resolution efforts, HPE returns the covered hardware to operating condition within six hours for severity 1 and 2 incidents. For further information, see <a href="#">Hardware call-to-repair</a>, <a href="#">Travel zones</a>, and <a href="#">General incident provisions</a>. Six-hour hardware call-to-repair is included for HPE products covered by the Critical service level option and is available on select HPE hardware products.</p>
<b>HPE Visual Remote Guidance</b>	<p>Customers may choose to connect with specialist technical resources using HPE Visual Remote Guidance (HPE VRG) during the service coverage window. HPE VRG is a secure, enterprise collaboration application that enables live stream video, voice, and content sharing through any Android™ or iOS smart device, as well as any device running Windows, Mac OS, or most variants of Linux®.</p> <p>Problem diagnosis and resolution may be performed in real time, with in-the-moment guidance and collaboration between Customer and HPE subject matter experts. HPE VRG may also be used to assist in the installation of HPE designated CSR parts.</p>
<b>HPE digital dashboards</b>	<p>For HPE products covered by a service agreement and connected to HPE Proprietary Service Tools, Customers gain access to additional analytic dashboards that identify device health and/or identify recommended or required firmware updates and may include recommended or required driver or software updates (platform dependent).</p>
<b>Firmware updates for selected products</b>	<p>Customers are provided access to download, install, and use firmware updates for hardware products covered by this service, subject to all applicable license restrictions in HPE current standard sales terms.</p> <p>For Customers with licenses to firmware-based software products (features implemented in firmware activated by the purchase of a separate software license product), they must also have, if available, an active HPE service agreement on the firmware-based software products to receive, download, install, and use related firmware updates. HPE firmware updates are released throughout the active product lifecycle and for a limited time after product end-of-sale. For HPE branded partner vendor options, access to updates is subject to the original manufacturer's product lifecycle.</p>
<b>Periodic maintenance</b>	<p>For more information on eligible products that will receive periodic maintenance services as part of this service, contact your HPE sales representative.</p> <p>If periodic maintenance is included, an HPE authorized representative will contact you to arrange for the periodic maintenance to be performed at a mutually agreed-upon time, during local HPE standard business hours excluding HPE holidays, and within the required scheduled interval as defined in the product maintenance schedule unless otherwise agreed by HPE in writing.</p> <p>HPE plans the necessary periodic maintenance activities and communicates any identified prerequisites to you when contacting you to schedule the service. You must provide access to the product, ensure that the prerequisites have been met, and supply any consumables such as filters and chemicals required at the time of product maintenance.</p>



## Hardware on-site support service limitations

For technical hardware issues that cannot, in HPE's judgment, be resolved remotely, an HPE authorized representative provides on-site technical support on covered hardware products to return them to operating condition. On-site response time begins when the initial support incident has been confirmed to be a hardware issue by HPE. The on-site response time ends when the HPE authorized representative arrives at your site, or when the reported event is closed with the explanation that HPE has determined that no on-site intervention is required. An on-site response time will not apply if the service is deferred to a mutually agreed time, or if the service can be delivered using remote diagnosis, remote support, or other service delivery methods described herein. For certain products, HPE 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 HPE upon deinstallation.

Parts provided under hardware support may be whole unit replacements or be new or functionally equivalent to new in performance and reliability and warranted as new. Replaced parts become the property of HPE, unless HPE agrees otherwise, and Customers pay any applicable charges.

In cases where CSR parts or replacement products are shipped to resolve a case, the Customer is responsible for returning the defective part or product within five (5) business days and must obtain a prepaid insurance receipt which should be retained by Customer as proof of shipment to HPE, unless otherwise communicated in writing by HPE. If HPE 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 HPE list price for the defective part or product, as determined by HPE.

If Customers agree to the recommended CSR and a CSR part is provided to return the system to operating condition, the on-site service level shall not apply. In such cases, it is HPE practice to express ship to Customer's location the CSR parts that are critical to the product's operation. For additional information about CSR products and parts, Customer can view the Parts and Specifications | Parts Guide for the covered product at [hpe.com](http://hpe.com) or find the CSR and parts replacement information in Customer's product Maintenance and Service Guide.

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. HPE will work with the Customer to recommend a replacement.

Not all components will have available replacements in all countries due to local support capabilities. The Customer agrees to pay additional charges if:

- The Customer requests that HPE install Customer-installable firmware or software updates or patches
- The Customer requests out-of-service coverage attendance or scheduled engagement out of selected service coverage windows

Any additional services performed by HPE at Customers' request, and that are not included in purchased support, will be chargeable at the applicable published service rates for the country where the service is performed.

If support on a product lapses, HPE may charge additional fees to resume support or require certain hardware or software upgrades to enable support coverage.

For any relocation not performed by HPE, additional recertification fees and charges for ongoing support coverage may apply to the relocation of products under support. Reasonable advance notice to HPE may be required to begin support after relocation. For products, any relocation is also subject to the license terms for such products.

HPE maintains the title of loaner units if provided; Customers shall have risk of loss or damage for loaner units if provided at HPE's discretion as part of hardware support or warranty services and such units will be returned to HPE without lien or encumbrance at the end of the loaner period.



## Hardware call-to-repair

Availability of call-to-repair times is dependent on the proximity of Customers' site to an HPE designated support hub, as described in the Travel zones section. Call-to-repair times apply to Customers who submitted severity 1 and severity 2 incidents. For severity 3 incidents, or incidents scheduled at request, HPE works with Customers to schedule an agreed-upon time for the remedial action to begin, and the call-to-repair time will then start at that time. For automated electronically submitted severity 1 and 2 incidents, HPE attempts to contact the indicated Customer contact to commence repair. Automated electronically submitted severity 3 incidents will be acknowledged the following business day unless otherwise engaged by the Customer. Incident severity levels are defined in the [General incident provisions](#) section.

For hardware call-to-repair time commitments, HPE recommends that Customers install and operate the appropriate HPE remote support solution in order to enable the delivery of the service. Contact a local HPE representative for further details on requirements, specifications, and exclusions. If Customers do not deploy the appropriate HPE remote support solution, HPE may not be able to provide the service as defined and is not obligated to do so. Additional charges will be applied for on-site installation of noncustomer-installable firmware if Customers do not deploy the appropriate HPE remote support solution in cases where recommended and available. Installation of Customer-installable firmware is the Customers' responsibility.

HPE, at its sole discretion, may require an audit on the call-to-repair covered products. If such an audit is required, an HPE authorized representative will contact the Customer, and they will agree to arrange for an audit to be performed within the initial 30-day timeframe. At the sole discretion of HPE, the audit may be performed on-site, through remote system access, through remote audit tools, or over the phone. If an audit is required by HPE, it will take 30 days from the time this service is purchased to set up and perform the audit and processes that must be completed before the hardware call-to-repair time commitment can be put into effect. The hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed. Until such a time, service for the covered hardware will be delivered at a 4-hour on-site response time service level.

In addition, HPE reserves the right to downgrade service to an on-site response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified time frame unless the delay is caused by HPE.

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

A hardware call-to-repair time commitment does not apply to software products or when Customers choose to have HPE prolong diagnosis rather than implement recommended recovery procedures.

The hardware call-to-repair time commitments and on-site response times do not apply to the repair or replacement of defective or depleted consumables. Consumables may be covered by a separate warranty.

The hardware call-to-repair time commitment is subject to Customers providing immediate and unrestricted access to the system as requested by HPE. The following activities or situations may suspend the hardware 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
- Delayed or denied requests for system access, including physical, remote troubleshooting, and hardware diagnostic assessments, are delayed or denied
- Any automated or manual recovery processes triggered by a hardware malfunction, such as disk mechanism rebuild, sparing procedures, or data integrity protection measures
- 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





## Software service features

**Table 5.** Software service features

Feature	Delivery specifications
<b>Installation advisory support</b>	<p>Limited installation advisory support is provided and is restricted to basic advisory assistance if Customer encounters difficulties while performing a software product installation or advice on proper installation methods and updating of stand-alone applications. The scope of such advisory support is at HPE's discretion. Exclusions to this advisory support include, but are not limited to, the following: Any downloading of complete software packages or walking through an installation from start to finish. These services are available for an additional charge and can be purchased separately from HPE.</p>
<b>Software support</b>	<p>For software products covered by the service agreement, HPE provides corrective support to resolve identifiable and Customer-reproducible software product problems, support to help identify problems that are difficult to reproduce, and assistance in troubleshooting problems and determining configuration parameters for supported configurations.</p>
<b>Software features and operational support</b>	<p>HPE provides information, as commercially available, on current HPE product features, known problems and available solutions, and operational advice and assistance.</p>
<b>Software product and documentation updates</b>	<p>As HPE releases updates to HPE software, the latest compatible revisions of the software and reference manuals are made available to the Customer. For selected HPE supported third-party software, HPE provides software updates, as such updates are made available from the third party, or HPE may provide instructions on how 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.</p> <p>For most HPE software and selected HPE supported third-party software, updates will be made available through the Software Updates and Licensing portal through the <a href="#">HPE service portal</a>. The Software Updates and Licensing portal provides Customers with electronic access to receive and proactively manage software product and documentation updates.</p> <p>For other HPE supported third-party software, Customer may be required to download updates directly from the vendor's website.</p> <p>When this service is provided for a solution that is composed of multiple HPE and/or third-party products, software support will be offered only on updates that are made available for the solution by HPE.</p>
<b>HPE Collaborative Support and Collaborative Assistance</b>	<p>HPE Collaborative Support and Collaborative Assistance provide electronic or telephone support (during the service coverage window) for select independent software vendor (ISV) software that works with hardware covered by HPE Tech Care Service. HPE Collaborative Support and Collaborative Assistance apply to selected ISV software when that software is not under HPE support. When ISV software is covered by HPE Tech Care Service, support is provided as described in the <a href="#">Software support</a> section of this document. HPE Collaborative Support and Collaborative Assistance are separate features; however, Collaborative Assistance applies to all ISV products that are eligible for Collaborative Support. For a list of ISV software products eligible for HPE Collaborative Support or Collaborative Assistance, visit the <a href="#">Software product list for HPE Collaborative Support and Collaborative Assistance</a>.</p> <p><b>HPE Collaborative Support</b></p> <p>Collaborative Support is provided for selected ISV software products, where HPE investigates and attempts to resolve problems by asking the Customer to apply fixes that have been made available or known to HPE. 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.</p> <p><b>HPE Collaborative Assistance</b></p> <p>If HPE determines that the HPE product is not the source of the problem, but HPE deems the problem may be related to the selected ISV software, HPE shall, at the Customer request, initiate HPE Collaborative Assistance. HPE Collaborative Assistance can be provided only in cases where the Customer has appropriate active support agreements in place with selected ISVs, and the Customer has taken the steps necessary to ensure that HPE can engage with the ISV on behalf of the Customer. HPE engages the ISV and provides information about the Customer's issue. Once the incident has transitioned to the ISV, it is then the responsibility of the ISV to resolve the Customer's issue, which will be subject to the support levels of the agreement between the Customer and that ISV. Once the ISV is engaged, HPE closes the HPE incident, but the Customer or ISV can resume the support issue with HPE if needed by referencing the original incident identification number.</p>



## Software support

Software updates are not available for all software products. For some products, software updates include only minor improved features or patches. The provision of such updates is contingent upon the continued availability of maintenance for that specific software product. New software versions must be purchased separately.

To be eligible to purchase this service, Customers 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 product into service eligibility.

The Customer will:

- Take responsibility for registering to use the HPE or third-party vendor's electronic facility in order to access knowledge databases or to obtain product information. HPE provides 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 HPE upon request, all original software licenses, license agreements, license keys, and subscription service registration information
- Take responsibility for acting upon software product updates and obsolescence notifications received from HPE Proprietary Service Tools or the HPE service portal
- Use all software products in accordance with current HPE 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 or made available for such software updates provided under this service

Unless otherwise agreed by HPE in writing, and for those offerings not delivered by HPE software, HPE only provides support for the current version and the immediately preceding version of HPE software; and provided that HPE software is used with hardware or software included in HPE specified configurations at the specified version level. Version means a release of software that contains new features, enhancements, and/or maintenance updates, or for certain software, a collection of revisions packaged into a single entity and, as such, made available to our Customers.

Customers may purchase available product support for HPE software products only if they can provide evidence that they have rightfully acquired an appropriate HPE license for the products, and they may not alter or modify the products unless authorized by HPE at any time. Customers' right to use firmware and software updates (Updates) provided under HPE Support or warranty or if otherwise made available to them is co-extensive with their license to the underlying product.

However, in addition, Customers:

- May not use Updates to provide services to third parties
- May not make copies and distribute, resell, or sublicense Updates to third parties
- May not copy Updates or make them available on a public or external distributed network. This means that Customers may not copy Updates for products that are not under support by HPE
- May not allow access to Updates on an intranet unless it is restricted to authorized users
- Cannot make copies of and distribute Updates on devices that are not supported by HPE
- May make only one copy of the Updates for archival purposes or when it is an essential step in authorized use
- May not modify, reverse engineer, disassemble, decrypt, decompile, or make derivative works of the Updates. If you have a mandatory right to do so under statute, you must inform HPE in writing prior to making such modifications
- May only copy documentation Updates if Customers purchased the right to copy them for the associated products. Copies must include appropriate HPE trademark and copyright notices

If Customers authorize a third party to act as their agent and download Updates on their behalf, using their entitlement, Customers are strictly and wholly liable for their agents' adherence to the terms of their contract with HPE, including the license terms as described previously. In addition, all parties must implement an HPE agency agreement to allow for such access by the third party.

HPE may terminate the license to use the Updates upon written notice if Customers fail to comply with these terms.



## Collaborative Assistance for third-party software

For HPE to provide Collaborative Assistance on third-party ISVs, Customers must have an active support agreement with the software vendor that allows HPE to create cases on the Customers' behalf. If the ISV vendor requires it, Customers will take any steps necessary to ensure that HPE can report an incident on their behalf. When requested Customers must provide HPE with the appropriate information needed for HPE to initiate a service case with the software vendor. Without these steps, HPE will not be able to transfer cases to the vendor and assumes no responsibility for failure to do so. HPE's obligations are limited to the placement of support incidents only. Customers remain responsible for the performance of their obligations under such agreements, which include payment of all applicable fees, including any fees that may apply as a result of logging cases with the vendor. HPE is not liable for the performance or nonperformance of third-party vendors, their products, or their support services.

## Optional features

**Table 6.** Optional service features

Feature	Delivery specifications
<b>Hardware data security options (on-site support)</b>	<p><b>Defective media retention (DMR)</b> In the event of a hardware failure, for eligible products, the DMR service feature option allows you to retain replaced defective hard disk or eligible SSD/flash drive components that you do not want to relinquish due to sensitive data contained within the disk (disk or SSD/flash drive) covered under this service. All disks or eligible SSD/flash drives on a covered system must participate in the DMR.</p> <p><b>Comprehensive defective media retention (CDMR)</b> In addition to DMR, in the event of a hardware failure, the CDMR service feature option allows you to retain additional replaced components that have been designated by HPE as having data retentive capabilities, such as memory modules. All eligible data retentive components on a covered system must participate in the CDMR.</p>
<b>Preventive maintenance</b>	An HPE authorized representative visits the site at regularly scheduled intervals. Customers shall call HPE to request and schedule a preventive maintenance visit at the agreed-upon intervals. Availability and deliverables may vary by region. Preventive maintenance services will be delivered between 8:00 a.m. and 5:00 p.m. local time, standard business days, excluding HPE holidays, regardless of the selected coverage window.
<b>Hardware Exchange Service</b>	For products supporting Customer self-repair and/or self-replace for all componentry, at HPE's discretion, an alternative to hardware on-site support may be made available: The Hardware Exchange Service covers products that can easily be shipped and on which Customers can restore data from backup files. The service is not available on all products or locations. For more details, visit the <a href="#">Hardware Exchange Service</a> section or contact your local HPE sales representative.

## DMR and CDMR

The DMR and CDMR service feature options are available for on-site service levels and apply only to eligible data retentive components replaced by HPE due to malfunction. The options do not apply to Hardware Exchange Service levels or any exchange of data retentive components that have not failed. The components that can be retained under these service features are outlined in the [Keep sensitive data safe with HPE Defective Media Solutions solution brief](#).

Data retentive components that are specified by HPE as consumable parts and/or have reached 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 covered by this service.

DMR service and CDMR service coverage for options designated by HPE as requiring separate coverage, if available, must be configured and purchased separately.

Failure rates on data retentive components covered by DMR and CDMR are constantly monitored, and HPE reserves the right to cancel this service with 30 days' notice if HPE reasonably believes that Customers are overusing the DMR or CDMR service feature option (such as when replacement of defective data retentive components materially exceeds the standard failure rates for the system involved).

If Customers choose to retain repair parts covered under the DMR and/or CDMR service feature options, it is their responsibility to:

- Retain covered data retentive components that are replaced during support delivery by HPE
- Ensure that any Customer sensitive data on the retained component is destroyed or remains secure
- Have an authorized representative present to retain the defective data retentive component and accept the replacement component
- Provide HPE with identification information such as the serial number for each component retained hereunder, and upon HPE request, submit a document provided by HPE acknowledging the retention of the data retentive component



- Destroy the retained data retentive component and/or ensure that it 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 HPE to Customers as loaned, rented, or leased products, Customers will promptly return the replacement components at the expiration or termination of support with HPE. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased components or products to HPE, and HPE shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such components.

## Hardware Exchange Service

For selected HPE products, HPE, at its sole discretion, may offer Hardware Exchange Service levels that Customers can select in order to substitute hardware on-site support.

The Hardware Exchange Service provides a replacement product or part delivered free of freight charges to Customer’s location within a specified period of time. Replacement products or parts are new or functionally equivalent to new in performance.

HPE will provide HPE supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements.

HPE will confirm that the ordered part will be shipped in advance of the defective part receipt, within the Hardware Exchange Service level. The Customer must ship the defective product or parts to HPE within five (5) business days of receipt of the replacement product or part and must obtain a prepaid insurance receipt, which should be retained by the Customer as proof of shipment to HPE.

The replaced product becomes the property of HPE upon deinstallation. Customers who wish to retain, degauss, or otherwise physically destroy replaced parts will be billed and required to pay for the replacement units.

If the defective product or part is not received by HPE within 10 business days of the Customer’s receipt of the replacement product, the Customer will be charged the replacement product’s list price.

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 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. HPE will work with the Customer to recommend a replacement.

HPE reserves the right to charge, on a time-and-materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer. Additionally, requests to schedule on-site support will incur additional costs and are subject to HPE availability.

Hardware Exchange Service is an optional HPE Tech Care Service with two service level options that include both hardware and software coverage. This service option is not available for all products or locations. For more details, contact your local HPE sales representative.

**Table 7.** Exchange service level options

Service level options	Service feature	Coverage window	Feature description
<b>Essential Exchange</b>	Enhanced phone response	Remote response 24x7; service is available 24 hours per day, 7 days per week including HPE holidays.	15-minute callback for severity 1 incidents, 1 hour for severity 2 and 3; where available, direct phone access to product specialists without the need for a callback (all severities)
	Hardware Exchange	24x7; service is available 24 hours per day, 7 days per week including HPE holidays.	Products will be delivered within 4 hours of a call being logged, received, and acknowledged by HPE. All hardware product replacement delivery times are subject to local availability
<b>Basic Exchange</b>	Standard phone response	Remote response nine hours per day during local HPE standard business hours, excluding weekends and HPE holidays, unless otherwise agreed by HPE <sup>6</sup>	2-hour callback from product specialist; support incidents received outside the coverage window shall be acknowledged the following coverage day
	Hardware Exchange	Replacement part/product delivery the next standard business day, excluding HPE holidays (coverage window)	For calls received before 2:00 p.m. local time, HPE standard business days, excluding HPE holidays, HPE will ship a replacement product to the Customer’s site for delivery on the next business day after the service request has been received and acknowledged by HPE. Service calls received after 2:00 p.m. local time will be logged the next business day and serviced within the following business day. Delivery time may vary based on geographic location. All hardware replacement product delivery times are subject to local availability

<sup>6</sup> Requests to schedule on-site service for hours outside of the coverage window may incur additional costs and are subject to HPE availability



## Travel zones

All hardware on-site presence and Hardware Exchange Service response times apply only to sites located within 100 miles (160 km) of an HPE designated support hub. Travel to sites located within 200 miles (320 km) of an HPE designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HPE designated support hub, there will be an additional travel charge.

Travel zones and charges, if applicable, may vary in some geographic locations. Courier travel zones (Hardware Exchange Service) and charges, if applicable, may vary in some geographic locations.

Response times to sites located more than 100 miles (160 km) from an HPE designated support hub will have modified response times for extended travel, as shown in Table 8.

**Table 8.** Travel zones (excluding Critical service level)

Distance from HPE designated support hub	Essential and Essential Exchange response time	Basic and Basic Exchange 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 the time of order and subject to availability	2 additional coverage days
More than 300 miles (480+ km)	Established at the time of order and subject to availability	Established at time of order and subject to availability

A call-to-repair time commitment is available for sites located within 50 miles (80 km) of an HPE designated support hub.

For sites that are located within 51 to 100 miles (81 to 160 km) of an HPE designated support hub, an adjusted hardware call-to-repair time commitment applies, as shown in Table 9.

The hardware call-to-repair time commitment is not available for sites located more than 100 miles (160 km) from an HPE designated support hub.

**Table 9.** Critical service level travel zones

Distance from HPE designated support hub	Critical 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



## Service coverage

For hardware products covered by an HPE service agreement, unless otherwise stated by HPE, the service on the main product covers HPE hardware options, purchased from HPE or authorized HPE resellers, internal to the product as well as HPE supported and supplied tower UPS products. Included items will be covered at the same service level as the main product. Hazardous materials and batteries are covered separately under their own warranty terms and conditions, limited to the term of the applicable warranty period. For more information on which components require separate coverage, contact your HPE sales office or HPE sales representative for detailed information.

Supplies and consumable parts including, but not limited to removable media, maintenance kits, and other supplies, as well as user maintenance are not supported and will not be provided as part of this service; standard warranty terms and conditions apply to supplies and consumable parts. The repair or replacement of any supplies or consumables is the responsibility of the Customer. Some exceptions may apply; contact HPE for more information. If a consumable part is eligible for coverage, as determined by HPE, call-to-repair time commitments and on-site response times do not apply to repair or replacement of the covered consumable part.

Notwithstanding anything to the contrary in this document or HPE current standard sales terms, HPE, for select enterprise storage arrays and enterprise tape products, covers and replaces defective or depleted batteries that are critical to the proper operation of the covered product.

Maximum supported lifetime/maximum usage: Parts and components that have reached their maximum supported lifetime and/or the maximum usage limit 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.

## General incident provisions

HPE acknowledges a support incident by logging a support case, communicating the case ID to the Customer, and confirming the Customer's incident severity and time requirements for commencement of remedial action.

Hardware support on-site response time and call-to-repair time commitment, as well as remote response time, differ depending on incident severity and travel zones (see Tables 8 and 9 for more details). In line with the definitions outlined in the following, the Customer determines the incident severity level at the time of case creation, and it may be reviewed by agreement between HPE and the Customer.

Incident severity levels are defined as follows:

- **Severity 1**—Critical business impact; for example, production environment down; production system or production application down/critically impacted; data corruption/loss or risk; business severely affected; safety and security issues
- **Severity 2**—Limited business impact or business risk; for example, production environment available but some functions limited or degraded; severely restricted use; critical nonproduction environment or system issue
- **Severity 3**—No business impact; for example, nonproduction system (such as test system) or noncritical issue; work-around in place, installations, questions, or requests for information or guidance

HPE has established formal escalation procedures to facilitate the resolution of complex incidents. As determined by HPE, HPE management coordinates incident escalation, enlisting the skills of appropriate HPE resources to assist you with problem solving. For selected third-party software products for which HPE is providing software support and update services, HPE follows the agreed-upon escalation processes established between HPE and the third-party vendor to assist with case resolution.



## General provisions and exclusions

The Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services unless otherwise specified as part of a service feature description. HPE may utilize authorized service delivery partners in certain countries where HPE does not have a direct, local presence. Any specified on-site response times, parts availability, or provision of CSR parts is subject to local capability and parts availability at the country level.

Some offerings, features, and coverage (and related products) may not be available in all countries or areas. In addition, delivery of support outside of the applicable HPE coverage areas may be subject to travel charges, longer response times, reduced restoration or repair commitments, and reduced coverage hours.

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

HPE may require Customers to use certain proprietary hardware and/or software systems and network diagnostic and maintenance programs, as well as certain diagnostic tools that may be included as part of their system. Proprietary service tools are and remain the sole and exclusive property of HPE and are provided as is. Proprietary service tools may reside on the systems or sites.

Customers may only use it during the applicable support coverage period and only as allowed by HPE, and Customers may not sell, transfer, assign, pledge, or in any way encumber or convey the proprietary service tools. Upon termination of support, Customers will return the proprietary service tools or allow HPE to remove these proprietary service tools. Some service features may also require Customers to:

- Allow HPE to keep the proprietary service tools resident on Customers' systems or sites, and assist HPE in running them
- Install proprietary service tools, including installation of any required updates and patches
- Use the electronic data transfer capability to inform HPE of events identified by the software
- If required, purchase HPE specified remote connection hardware for systems with remote diagnosis service
- Provide remote connectivity through an approved communications line

Customers may not modify, reverse engineer, disassemble, decrypt, decompile, or make derivative works of the proprietary service tools. If Customers have a mandatory right to do so under statute, they must inform HPE in writing prior to making such modifications. Customers must have rightfully acquired the license for any underlying firmware that will be covered under these services.

HPE's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data the Customer provides to HPE. If Customers do not act upon the specified Customer responsibilities, at HPE's discretion, HPE or the HPE authorized service provider will i) not be obligated to deliver the services as described or ii) perform such service at their expense at the prevailing time and material rates.

HPE reserves the right to audit Customer's installed base to verify compliance with these terms. Upon reasonable notice, HPE may conduct an audit during normal business hours (with auditor's costs being at HPE's expense). If a software license audit reveals underpayments, then Customers will pay to HPE such underpayments. If underpayments discovered exceed 5% of the contract price, Customers will reimburse HPE for the auditor costs.

HPE retains the right to determine the final resolution of all support incidents. Activities such as, but not limited to, the following are excluded from this service:

- Services required due to failure to incorporate any system fix, repair, patch, or modification provided by HPE
- Services that, in the opinion of HPE, are required due to unauthorized attempts by third-party 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 the opinion of HPE, 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 HPE
- 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
- Any architecture optimization, performance tuning, and performance-related issues
- Nonstandard usage of HPE hardware or software, or usage thereof in contradiction with HPE recommendations
- Unless otherwise included in HPE Collaborative Support and Collaborative Assistance; support of third-party hardware or software running on or connected to the HPE product
- Formal or informal training of technical concepts (including virtualization) required to administer or operate HPE products
- Any services not clearly specified in this document

General Technical Guidance is limited to general usage, technical, and HPE best practice advice for HPE products where there are no dependencies on specific Customer environments or deployment unique configurations. Any specific advice required that is pertinent to the Customer's unique implementation requirements is outside the scope of these services and may be purchased separately.

HPE designates firmware updates as Customer installable or noncustomer installable. Designation of updates is product and/or update-specific. See product service and maintenance manuals and firmware update release notes for more information.

Due to the integrated nature of complex solutions and the interdependencies between hardware, firmware, and software, HPE recommends that Customers separately purchase combined firmware, driver, and software updates. Firmware updates to solutions performed by Customers are at Customer's risk and any assistance associated with the upgrade process or issues resulting from an upgrade is subject to HPE time and materials rates. For further information, contact a local HPE sales office or HPE sales representative for detailed information.

Customers will allow HPE, at HPE's request, and at no additional charge, to modify products to improve operation, supportability, and reliability, or to meet legal requirements.

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 HPE as part of the repair process to ensure the safeguarding of the Customer's data. For more information on Customer responsibilities, see the HPE Media Handling Policy.

Customers must not be a covered entity or business associate under the U.S. Health Insurance Portability and Accountability Act (HIPAA), and that they will not be creating, receiving, maintaining, or transmitting protected health information. If Customers determine that they are a covered entity or business associate, Customers must notify HPE, and the parties agree to negotiate a mutually agreeable business associate agreement.

To the extent HPE processes personal data on Customers' behalf in the course of providing the services, the HPE Data Privacy and Security Agreement Schedule—HPE Support and Professional Services found at [hpe.com/info/customer-privacy.html](https://hpe.com/info/customer-privacy.html) shall apply.

## Customer responsibilities

Hardware products must be in good operating condition, as reasonably determined by HPE, to be eligible for placement under support. Customers must also maintain eligible HPE products at the latest HPE specified configuration and revision levels.

If required by HPE, the Customer or HPE authorized representative must activate the hardware product to be supported within 10 days of purchase of this service, using the registration instructions within the documentation provided by HPE, or as otherwise directed by HPE.

If a covered product changes location, activation and registration (or proper adjustment to existing HPE registration) are to occur within 10 days of the change.

Customers will ensure that an authorized representative is present when HPE provides support at their site. The Customer must ensure the covered product(s) are fully and freely accessible to the HPE authorized representative without any hindrance whatsoever prior to the delivery of the service. In order for the HPE authorized representative to perform the services, the Customer must remove any products that are physically blocked from access and ensure that any supported products are directly accessible without the need for additional tools or equipment. Additionally, the products must not pose a risk to the representative's health or safety.





Customers will provide HPE access to the products covered under support and if applicable, adequate working space and facilities within a reasonable distance of the products; access to and use of information, Customer resources, and facilities as reasonably determined necessary by HPE to service the products; and other access requirements described in the relevant data sheet. If Customers fail to provide such access, resulting in HPE's inability to provide support, the HPE authorized representative is under no obligation to provide support and HPE shall be entitled to charge Customer for the support call at HPE published service rates. Customers are responsible for removing any products ineligible for support, as advised by HPE, to allow HPE to perform support. If delivery of support is made more difficult because of ineligible products, HPE will charge Customers for the extra work at HPE published service rates.

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.

Upon HPE request, Customers will be required to support HPE remote resolution efforts. Customers 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 HPE when they cannot be initiated from HPE Proprietary Service Tools
- Provide all information necessary for HPE to deliver timely and professional remote and on-site support and to enable HPE to determine the level of support eligibility
- Perform other reasonable activities to help HPE identify or resolve issues, as requested by HPE

Customers will connect hardware products covered under support with cables and connectors (including fiber optics, if applicable) that are compatible with the system according to the manufacturer's operating manual.

Any HPE recommendations, best practices, or General Technical Guidance provided is based upon information provided by the Customer with the intention to assist Customer in the areas outlined in General Technical Guidance and is provided at HPE's discretion. Any implementation of HPE recommendations or HPE best practices is outside the scope of these services. HPE recommendations, HPE best practices, and General Technical Guidance are general in nature and should be tested by the Customer for applicability to their environment or through additional services available through HPE.

To reconstruct lost or altered files, data, or programs, Customers must maintain a separate backup system or procedure that is not dependent on the products under support.

If requested by HPE, Customers will implement temporary procedures or workarounds provided by HPE while HPE works on a permanent solution.

Customers will notify HPE if they use products in an environment that poses a potential health or safety hazard to HPE employees or subcontractors. HPE may require Customers to maintain such products under HPE supervision and may postpone service until they remedy such hazards.

## Smart Spares Box

The following terms apply only if Customer has an HPE owned and provided Smart Spares Box installed at the Customer's site. The Smart Spares Box is configured to store a remotely manageable inventory of product spare parts (**Smart Spares Box Content**) in connection with the qualifying support services described in this data sheet.

### Customer responsibilities

1. Allow HPE to deliver and timely install (including securing permission for placement and installation at Customer sites leased from or owned by a third party) the Smart Spares Box on Customer's premises at a location mutually determined by the parties for purpose described previously
2. Allow HPE to have timely unrestricted access to the Smart Spares Box to drop-off and pick up Smart Spares Box Content, inspect, maintain, repair, and deinstall or replace the Smart Spares Box as requested by HPE
3. Refrain from transferring the care or custody or removing the Smart Spares Box
4. Notify HPE as soon as reasonably possible of any unauthorized use or damage to or malfunction of the Smart Spares Box, as soon as reasonably possible following discovery by Customer



5. Take reasonable care (including taking reasonable measures to prevent loss or damage) of the Smart Spares Box and Smart Spare Box Content while installed at Customer's site
6. Upon termination or expiration of support coverage with HPE, or at HPE's sole discretion, allow HPE to remove the Smart Spares Box and Smart Spares Box Content. Customer can request removal of the Smart Spares Box by providing HPE with 60 days advance notice

**Additional limitations**

The Smart Spares Box is considered a proprietary service tool as defined in HPE support terms, including any supporting material. The Customer expressly acknowledges that neither this provision nor the provisioning of the Smart Spares Box constitutes a sale or rental of the Smart Spares Box or the Smart Spares Box Content. The Smart Spares Box is provided as is, without express or implied warranty of any kind, and to the extent permitted by law, HPE disclaims all warranties.

**Service update notifications**

HPE may update or alter service features and functionality of this service. Customers who register online for this service will receive notifications about updates and changes through the online Customer support portal or the [HPE Tech Care Service web page](#).

**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. Where the service on the base product is no longer purchasable, HPE Tech Care Service may be sold on add-ons and upgrades to facilitate support coverage of the add-ons and upgrades under the base product service provided the service coverage windows align.

When software support is purchased, it must be for the same service coverage (or higher) as the base product and 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 obtain further information or to order HPE Tech Care Service, contact a local HPE sales representative and reference the following product numbers (x denotes the service length in years; options are 3, 4, or 5 years, or C for contractual services).

- HPE Tech Care Critical SVC (HU4A3Ax)
- HPE Tech Care Critical wDMR SVC (HU4A4Ax)
- HPE Tech Care Critical wCDMR SVC (HU4A5Ax)
- HPE Tech Care Essential SVC (HU4A6Ax)
- HPE Tech Care Essential wDMR SVC (HU4A7Ax)
- HPE Tech Care Essential wCDMR SVC (HU4A8Ax)
- HPE Tech Care Basic SVC (HU4B2Ax)
- HPE Tech Care Basic wDMR SVC (HU4B3Ax)
- HPE Tech Care Basic wCDMR SVC (HU4B4Ax)

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



## HPE Tech Care Service Addendums

Some HPE Tech Care Service features may vary for certain HPE products. Any service differences are detailed in the corresponding HPE Tech Care Service Addendum for that HPE Product.

[HPE Tech Care Service—Addendum for 6-year and 7-year support](#)

[HPE Tech Care Service—Addendum for Multivendor products](#)

[HPE Tech Care Service—Addendum for HPE Storage products](#)

[HPE Tech Care Service—Addendum for Zerto software products](#)

[HPE Tech Care Service—Addendum for Microsoft Windows Server support](#)

[HPE Tech Care Service—Addendum for HPE Telco Service Level](#)

[HPE Tech Care Service—Addendum: HPE for VMware® Extended support](#)

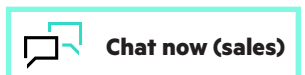
## For more information

To get started using HPE Tech Care Service visit [hpe.com/services/getstarted](https://hpe.com/services/getstarted).

For more information on HPE Tech Care Service or other support services, contact any of our worldwide sales offices or visit the following website: [hpe.com/services/support](https://hpe.com/services/support).

## Learn more at

[HPE.com/services/TechCare](https://hpe.com/services/TechCare)



© Copyright 2024 Hewlett Packard Enterprise Development LP. The information contained herein is subject to change without notice. The only warranties for Hewlett Packard Enterprise products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Hewlett Packard Enterprise shall not be liable for technical or editorial errors or omissions contained herein.

This data sheet is governed by the Hewlett Packard Enterprise current standard sales terms, which include the supplemental data sheet, or, if applicable, the Customer's purchase agreement with Hewlett Packard Enterprise.

The HPE Tech Care Service data sheet is made available to Customers in multiple languages to facilitate the general understanding of the service, features, or provisions. Except where local law requires the translated version to take precedence, in case of a conflict the English version controls the definition and deliverables of the service.

Android is a registered trademark of Google LLC. Linux is the registered trademark of Linus Torvalds in the U.S. and other countries. Microsoft, Windows, and Windows Server are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. VMware is a registered trademark or trademark of VMware, Inc. and its subsidiaries in the United States and other jurisdictions. All third-party marks are property of their respective owners.

a00108652ENW, Rev. 5