



# **HPE Hardware Support Onsite Service**

## **HPE Contractual Support Services**

HPE Hardware Support Onsite Service provides remote assistance and onsite support for your eligible covered hardware, helping you to improve product uptime.

You have the flexibility to choose between different service packages with predefined service levels or to address your specific support needs by configuring optional service features and choosing from additional response time and coverage window alternatives.

### **Service feature highlights**

- Remote problem diagnosis and support
- Onsite hardware support
- Replacement parts and materials
- Firmware updates for selected products
- Choice of coverage windows
- Choice of onsite response times for hardware support
- Periodic maintenance (included for certain, eligible products only)
- Escalation management
- Access to electronic support information and services
- HPE electronic remote support solution (for eligible products only)
- Preventive maintenance (optional for eligible products only)
- Defective media retention (optional for eligible products only)
- Comprehensive defective material retention (optional for eligible products only)
- Choice of call-to-repair time commitments for hardware support (optional for eligible products only)
- Enhanced parts inventory management (included with select optional call-to-repair time commitment)

**Table 1. Service features**

Feature	Delivery specifications
<b>Remote problem diagnosis and support</b>	<p>Once the Customer has placed and Hewlett Packard Enterprise has acknowledged the receipt of a call as described in the 'General provisions/Other exclusions' section, HPE will work during the coverage window to isolate the hardware incident and to remotely troubleshoot, remedy, and resolve the incident with the Customer. Prior to any onsite 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>HPE will provide telephone assistance during the service coverage window for installation of customer-installable firmware and Customer Self Repair parts.</p> <p>Regardless of the Customer's coverage window, incidents with covered hardware can be reported to HPE via telephone or Web portal, as locally available, or as an automated equipment reporting event via the HPE electronic remote support solution 24 hours a day, 7 days a week. HPE retains the right to determine the final resolution of all reported incidents.</p>
<b>Onsite hardware support</b>	<p>For hardware incidents that cannot, in Hewlett Packard Enterprise's judgment, be resolved remotely, a Hewlett Packard Enterprise authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. 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.</p> <p>Once a Hewlett Packard Enterprise authorized representative arrives at the Customer's site, the representative will continue to deliver the service, either onsite 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>'Fix-on-Failure': In addition, at the time of onsite technical support delivery, HPE may:</p> <ul style="list-style-type: none"> <li>• Install available engineering improvements for covered hardware products to help the Customer 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 non-customer 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</li> </ul> <p>'Fix-on-Request': In addition, at the Customer's request, HPE will install during coverage hours critical firmware updates defined by HPE as non-customer installable for covered hardware products. Critical firmware updates are firmware updates recommended by the HPE product division for immediate installation.</p> <p>Notwithstanding anything to the contrary in this document or HPE's current standard sales terms, HPE will, for select enterprise storage arrays and enterprise tape products, cover and replace defective or depleted batteries that are critical to the proper operation of the covered product.</p>
<b>Replacement parts and materials</b>	<p>Hewlett Packard Enterprise will provide 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. Replacement parts provided by HPE shall be new or functionally equivalent to new in performance. Replaced parts become the property of HPE. Customers who wish to retain, degauss, or otherwise physically destroy replaced parts will be billed and required to pay the list price for the replacement part.</p> <p>Supplies and consumable parts 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 Hewlett Packard Enterprise for more information. If a consumable part is eligible for coverage, as determined by HPE, call-to-repair time commitments and onsite response times do not apply to repair or replacement of the covered consumable part.</p> <p><b>Maximum supported lifetime/maximum usage:</b> 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.</p>
<b>Firmware updates for selected products</b>	<p>As Hewlett Packard Enterprise releases entitled firmware updates to HPE hardware products, these updates are only made available to Customers with an active agreement that entitles them to access these updates.</p> <p>As part of this service, Customers will have the right to download, install, and use firmware updates for hardware products covered by this service, subject to all applicable license restrictions in HPE's current standard sales terms.</p> <p>HPE will verify entitlement to updates by reasonable means (such as an access code or other identifier), and the Customer is responsible for using any such access tools in accordance with the terms of this datasheet and other applicable agreements with HPE.</p> <p>HPE may take additional reasonable steps, including audits, to verify the Customer's adherence to the terms of their agreements with HPE, including this data sheet.</p>

For Customers with licenses to firmware-based software products (features implemented in firmware activated by the purchase of a separate software license product) the Customer must also have, if available, an active HPE Software Support agreement to receive, download, install, and use related firmware updates. HPE will provide, install, or assist the Customer with installation of firmware updates as previously described in this document only if the Customer has the license to use the related software updates for each system, socket, processor, processor core, or end-user software license as allowed by the original HPE or original manufacturer software license terms.

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**Coverage window**

The coverage window specifies the time during which the described services are delivered onsite or remotely.

Calls received outside this coverage window will be logged at the time the call is placed to Hewlett Packard Enterprise, but will not be acknowledged as described in the 'General provisions/Other exclusions' section until the next day for which the Customer has a coverage window.

Coverage window options available for eligible products are specified in the Service-level options table.

All coverage windows are subject to local availability. Contact a local Hewlett Packard Enterprise sales office for detailed information on service availability.

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**Onsite response time for hardware support**

For incidents with covered hardware that cannot be resolved remotely, Hewlett Packard Enterprise will use commercially reasonable efforts to respond onsite within the specified onsite response time.

Onsite response time specifies the period of time that begins when the initial call has been received and acknowledged by HPE, as described in the 'General provisions/Other exclusions' section. The onsite response time ends when the Hewlett Packard Enterprise authorized representative arrives at the Customer's site, or when the reported event is closed with explanation that HPE has determined it does not currently require an onsite intervention.

Response times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window. Response time options available for eligible products are specified in the Service-level options table. All response times are subject to local availability. Contact a local Hewlett Packard Enterprise sales office for detailed information on service availability.

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**Periodic maintenance**

For certain eligible water-cooled products, Hewlett Packard Enterprise will provide periodic maintenance; the frequency and scope of these periodic maintenance services will be as defined by the product maintenance schedule documented in the product documentation. For more information on eligible products that will receive periodic maintenance services as part of this service, please contact your Hewlett Packard Enterprise sales representative.

If periodic maintenance is included, an Hewlett Packard Enterprise authorized representative will contact the Customer, and the Customer will agree 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. Any services provided outside of HPE standard business hours may be subject to additional charges.

HPE will plan the necessary periodic maintenance activities and identify and communicate any prerequisites to the Customer when contacting the Customer to schedule the service. The Customer 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.

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**Escalation management**

Hewlett Packard Enterprise has established formal escalation procedures to facilitate the resolution of complex incidents. Local Hewlett Packard Enterprise management coordinates incident escalation, enlisting the skills of appropriate HPE resources and/or selected third parties to assist with problem solving.

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**Access to electronic support information and services**

As part of this service, Hewlett Packard Enterprise provides the Customer with access to certain commercially available electronic and Web-based tools. The Customer has access to:

- Certain capabilities made available to registered users with linked entitlements, such as subscribing to hardware-related proactive service notifications and participating in support forums for solving problems and sharing best practices with other registered users
- Expanded Web-based searches of technical support documents to facilitate faster problem solving
- Certain HPE proprietary service diagnostic tools with password access
- A Web-based tool for submitting questions directly to HPE; the tool helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the resource qualified to answer the question; it also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone
- HPE and third-party hosted knowledge databases for certain third-party products, where Customers can search for and retrieve product information, find answers to support questions, and participate in support forums; this service may be limited by third-party access restrictions

<b>HPE electronic remote support solution</b>	For eligible products, the HPE electronic remote support solution provides robust troubleshooting and repair capabilities. It can include remote system access solutions and may offer a convenient central point of administration and an enterprise view of open incidents and history. A Hewlett Packard Enterprise support specialist will only use the remote system access with the Customer's authorization. The remote system access may enable the Hewlett Packard Enterprise support specialist to provide more efficient troubleshooting and faster problem resolution.
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## Table 2. Optional service features

Feature	Delivery specifications
<b>Preventive maintenance</b>	A Hewlett Packard Enterprise authorized representative will visit the Customer's site at regularly scheduled intervals. The Customer shall call HPE to request and schedule a preventive maintenance visit at the agreed-upon intervals. During the visit, the Hewlett Packard Enterprise authorized representative will determine the level of checking that will be performed for preventive maintenance services such as diagnostics, checking error logs on covered systems to find potential hardware problems, and, if necessary, addressing mechanical or electronic system complaints and cleaning or replacing worn or defective parts or maintenance items. The representative may also check for potential problems by inspecting cables and cable connections or visual status indicators of covered hardware, checking temperature and humidity levels and comparing them to vendors' recommendations, and installing applicable engineering improvements and firmware updates as required, in the opinion of HPE, to maintain the hardware product. The representative may provide a final report on the hardware's condition. Preventive maintenance services will be delivered between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HPE holidays, regardless of the selected coverage window. Availability and deliverables may vary by region.
<b>Defective media retention</b>	For eligible products, the defective media retention service feature option allows the Customer to retain defective hard disk or eligible SSD/Flash drive components that the Customer does not want to relinquish due to sensitive data contained within the disk ('Disk or SSD/Flash Drive') covered under this service. All Disk or eligible SSD/Flash Drives on a covered system must participate in the defective media retention.
<b>Comprehensive defective material retention</b>	In addition to defective media retention, the comprehensive defective material retention service feature option allows the Customer to retain additional components that have been designated by Hewlett Packard Enterprise as having data retentive capabilities, such as memory modules. All eligible data retentive components on a covered system must participate in the comprehensive defective material retention. The components that can be retained under this service feature are outlined in the document located at <a href="http://www.hpe.com/services/cdmr">www.hpe.com/services/cdmr</a> .
<b>Call-to-repair time commitment for hardware support</b>	<p>A call-to-repair time commitment may be selected for eligible products in lieu of an onsite response time. For critical incidents (severity 1 or 2) with covered hardware that cannot be resolved remotely, Hewlett Packard Enterprise will use commercially reasonable efforts to return the covered hardware to operating condition within the specified call-to-repair time commitment. For noncritical incidents (severity 3 or 4), or at the Customer's request, HPE will work with the Customer to schedule an agreed-upon time for the remedial action to commence, and the call-to-repair time commitment will then start at that time. Incident severity levels are defined in the 'General provisions/Other exclusions' section.</p> <p>Call-to-repair time refers to the period of time that begins when the initial call has been received and acknowledged by HPE, as specified in the 'General provisions/Other exclusions' section. Call-to-repair time ends with HPE's determination that the hardware is repaired or when the reported event is closed with the explanation that HPE has determined it does not currently require onsite intervention.</p> <p>Call-to-repair times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window. Call-to-repair time options available for eligible products are specified in the Service-level options table. All call-to-repair times are subject to local availability. Contact a local Hewlett Packard Enterprise sales office for more information.</p> <p>Repair is considered complete upon HPE verification that the hardware malfunction has been corrected or that the hardware has been replaced. HPE is not liable for any lost data and the Customer is responsible for implementing appropriate backup procedures. Verification by HPE may be accomplished by the completion of a power-on self-test, standalone diagnostic or visual verification of proper operation. At its sole discretion, HPE will determine the level of testing necessary to verify that the hardware is repaired. At its sole discretion, HPE may temporarily or permanently replace the product in order to meet the repair time commitment. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HPE.</p> <p>It will take 30 days from the time this service is purchased to set up and perform necessary audits and processes before the hardware call-to-repair time commitment is in effect. During this initial 30-day period and for up to 5 additional business days after the audit is completed, HPE will provide a 4-hour onsite response time.</p>

<b>Enhanced parts inventory management</b>	To support Hewlett Packard Enterprise call-to-repair time commitments, an inventory of critical replacement parts is maintained for call-to-repair Customers. This inventory is stored at an HPE designated facility. These parts are managed to allow for increased inventory availability and are accessible to Hewlett Packard Enterprise authorized representatives responding to eligible support requests. Enhanced parts inventory management is included with select, optional call-to-repair time commitments.
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### Table 3. Service-level options

Not all service-level options are available on all products. The service-level options the Customer has chosen will be specified in the Customer's contract documentation.

Option	Delivery specifications
<b>Coverage window options:</b>	Service is available during the specified coverage hours and days:
<b>Standard business hours, standard business days (9x5)</b>	9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HPE holidays
<b>13 hours, standard business days (13x5)</b>	13 hours per day between 8:00 a.m. and 9:00 p.m. local time, Monday through Friday excluding HPE holidays
<b>16 hours, standard business days (16x5)</b>	16 hours per day between 8:00 a.m. and 12:00 a.m. local time, Monday through Friday excluding HPE holidays
<b>24 hours, standard business days</b>	24 hours per day, Monday through Friday excluding HPE holidays
<b>Coverage extension for additional hours</b>	The coverage window is extended to define custom coverage hours that include additional individual hours before or after the selected coverage window.
<b>Coverage extensions for additional days</b>	The coverage window is extended by applying the selected coverage hours to additional days of the week, including the following: <ul style="list-style-type: none"> <li>• Saturdays, excluding HPE holidays</li> <li>• Sundays (requires Saturday and holiday coverage)</li> <li>• HPE holidays, should these fall on a weekday that would otherwise be included in the selected coverage window</li> </ul>
<b>Onsite response-time options:</b>	A Hewlett Packard Enterprise authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within the specified time after the call has been received and acknowledged by HPE:
<b>1-hour onsite response</b>	Onsite response within 1 hour
<b>2-hour onsite response</b>	Onsite response within 2 hours
<b>4-hour onsite response</b>	Onsite response within 4 hours
<b>Next-day onsite response</b>	Onsite response within the next coverage day
<b>Second-day onsite response</b>	Onsite response within the second coverage day
<b>Third-day onsite response</b>	Onsite response within the third coverage day
<b>Fifth-day onsite response</b>	Onsite response within the fifth coverage day
<b>Scheduled onsite response</b>	An Hewlett Packard Enterprise authorized representative will arrive at the Customer's site to begin hardware maintenance service between 8:00 a.m. and 5:00 p.m. local time during scheduled weekly visits on agreed-upon weekdays, Monday through Friday excluding HPE holidays.
<b>Call-to-repair time commitment options (in lieu of onsite response time options):</b>	For critical incidents with covered hardware, Hewlett Packard Enterprise will use commercially reasonable efforts to return the covered hardware to operating condition and within the specified time after the call has been received and acknowledged by HPE:
<b>4-hour call-to-repair time</b>	Repair completed within 4 coverage hours
<b>6-hour call-to-repair time</b>	Repair completed within 6 coverage hours
<b>8-hour call-to-repair time</b>	Repair completed within 8 coverage hours
<b>24-hour call-to-repair time</b>	Repair completed within 24 hours, if this time falls within the coverage hours

## Service limitations

At the discretion of Hewlett Packard Enterprise, service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. Other service delivery methods may include the delivery via a courier of customer-replaceable parts such as certain hard disk drives, and other parts classified by HPE as Customer Self Repair (CSR) parts, or an entire replacement product. HPE will determine the appropriate delivery method required to provide effective and timely Customer support and meet the call-to-repair time commitment, if applicable.

If the Customer agrees to the recommended CSR and a CSR part is provided to return the system to operating condition, the onsite service level shall not apply. In such cases, it is Hewlett Packard Enterprise's practice to express ship to the Customer location the CSR parts that are critical to the product's operation. For more details on the CSR process and parts, please refer to [www.hpe.com/info/csr](http://www.hpe.com/info/csr)

An onsite response time will not apply if the service can be delivered using remote diagnosis, remote support, or other service delivery methods described earlier.

If an upfront audit is required by Hewlett Packard Enterprise, the hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed. In addition, HPE reserves the right to downgrade service to an onsite response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe.

The following activities or situations will suspend the 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
- 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

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

Call-to-repair time commitments and onsite response times do not apply to the repair or replacement of defective or depleted batteries for selected enterprise storage arrays and enterprise tape products.

A call-to-repair time commitment does not apply when the Customer chooses to have Hewlett Packard Enterprise prolong diagnosis rather than execute recommended recovery procedures.

If the Customer requests scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time.

The following activities are excluded from this service:

- Backup, recovery, and support of the operating system, other software, and data
- Operational testing of applications, or additional tests requested or required by the Customer
- Troubleshooting for interconnectivity or compatibility problems
- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by Hewlett Packard Enterprise
- Services required due to failure of the Customer to take avoidance action previously advised by Hewlett Packard Enterprise
- Services that, in the opinion of Hewlett Packard Enterprise, are required due to improper treatment or use of the products or equipment
- Services that, in the opinion of Hewlett Packard Enterprise, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software

### Limitations to the defective media retention and comprehensive defective material retention service feature options

The defective media retention and comprehensive defective material retention service feature options apply only to eligible data retentive components replaced by Hewlett Packard Enterprise due to malfunction. They do not apply to any exchange of data retentive components that have not failed.

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.

Defective media retention service and comprehensive defective material retention service coverage for options designated by HPE as requiring separate coverage, if available, must be configured and purchased separately.

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

## Travel zones

All hardware onsite response times apply only to sites located within 25 miles (40 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 may vary in some geographic locations. Response times to sites located more than 25 miles (40 km) from an HPE designated support hub will have modified response times for extended travel, as shown in the table below.

Distance from HPE designated support hub	1-hour onsite response time	2-hour onsite response time	4-hour onsite response time	Next-day and greater onsite response time
0–25 miles (0–40 km)	1 hour	2 hours	4 hours	Next/2nd/3rd/5th coverage day
26–50 miles (41–80 km)	Established at time of order and subject to resource availability	Established at time of order and subject to resource availability	4 hours	Next/2nd/3rd/5th coverage day
51–100 miles (81–160 km)	Not available	Not available	4 hours	Next/2nd/3rd/5th coverage day
101–200 miles (161–320 km)	Not available	Not available	8 hours	1 additional coverage day
201–300 miles (321–480 km)	Not available	Not available	Established at time of order and subject to resource availability	2 additional coverage days
Beyond 300 miles (480 km)	Not available	Not available	Established at time of order and subject to resource availability	Established at time of order and subject to resource 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 the table below.

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.

Distance from HPE designated support hub	4-hour hardware call-to-repair time commitment	6-hour hardware call-to-repair time commitment	8-hour hardware call-to-repair time commitment	24-hour hardware call-to-repair time commitment
0–50 miles (0–80 km)	4 hours	6 hours	8 hours	24 hours
51–100 miles (81–160 km)	6 hours	8 hours	10 hours	24 hours
Beyond 100 miles (160 km)	Not available	Not available	Not available	Not available

## Prerequisites

The Customer must have rightfully acquired the license for any underlying firmware that will be covered under these services.

For hardware onsite response time options, Hewlett Packard Enterprise strongly recommends that the Customer install and operate the appropriate HPE remote support solution, with a secure connection to HPE, in order to enable the delivery of the service. For hardware call-to-repair time commitments, HPE requires that the Customer install and operate the appropriate HPE remote support solution, with a secure connection to HPE, in order to enable the delivery of the service. Please contact a local Hewlett Packard Enterprise representative for further details on requirements, specifications, and exclusions. If the Customer does 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 onsite installation of non-customer-installable firmware if the Customer does not deploy the appropriate HPE remote support solution in cases where recommended and available. Installation of customer-installable firmware is the responsibility of the Customer. Additional charges will apply if the Customer requests that HPE install customer-installable firmware and software updates. Any additional charges to the Customer will be on a time and materials basis, unless otherwise previously agreed to in writing by HPE and the Customer.

Hewlett Packard Enterprise, at its sole discretion, may require an audit on the covered products. If such an audit is required, a Hewlett Packard Enterprise authorized representative will contact the Customer, and the Customer will agree to arrange for an audit to be performed within the initial 30-day timeframe. During the audit, key system configuration information is collected and an inventory of the covered products is performed. The information gathered in the audit enables HPE to plan and maintain replacement part inventories at the appropriate level and location, and allows HPE to survey and troubleshoot possible future hardware incidents so that repairs can be completed as quickly and efficiently as possible. At the sole discretion of HPE, the audit may be performed onsite, via remote system access, via 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 audits 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 time, service for the covered hardware will be delivered at a 4-hour onsite response time service level.

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

## Customer responsibilities

If the Customer does not act upon the specified Customer responsibilities, at Hewlett Packard Enterprise's discretion, HPE or the Hewlett Packard Enterprise authorized service provider will i) not be obligated to deliver the services as described, or ii) perform such service at the Customer's expense at the prevailing time and material rates.

The call-to-repair time commitment is subject to the Customer providing immediate and unrestricted access to the system, as requested by Hewlett Packard Enterprise. The call-to-repair time commitment does not apply when system access, including physical, remote troubleshooting, and hardware diagnostic assessments, is delayed or denied. If the Customer requests scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time.



For hardware onsite response time options Hewlett Packard Enterprise strongly recommends and for hardware call-to-repair time commitments the Customer must install the appropriate HPE remote support solution, with a secure connection to HPE, and provide all necessary resources according to the HPE remote support solution release notes, in order to enable the delivery of the service and options. When an HPE remote support solution is installed, the Customer must also maintain the contact details configured in the remote support solution that HPE will use in responding to a device failure. Please contact a local Hewlett Packard Enterprise representative for further details on requirements, specifications, and exclusions.

Upon Hewlett Packard Enterprise request, the Customer will be required to support HPE's remote problem resolution efforts. The Customer will:

- Provide all information necessary for Hewlett Packard Enterprise to deliver timely and professional remote support and to enable HPE to determine the level of support eligibility
- Start self-tests and install and run other diagnostic tools and programs
- Install customer-installable firmware updates and patches
- Perform other reasonable activities to help Hewlett Packard Enterprise identify or resolve problems, as requested by HPE

The Customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as Customer Self Repair parts and replacement products delivered to the Customer.

The Customer agrees to pay additional charges if the Customer requests that Hewlett Packard Enterprise install customer-installable firmware updates or patches. Any additional charges to the Customer will be on a time and materials basis, unless otherwise previously agreed to in writing by HPE and the Customer.

In cases where Customer Self Repair parts or replacement products are shipped to resolve a problem, the Customer is responsible for returning the defective part or product within a time period designated by Hewlett Packard Enterprise. In the event that 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.

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 Hewlett Packard Enterprise as part of the repair process to ensure the safeguarding of the Customer's data. For more information on Customer responsibilities, including those outlined in the HPE Media Sanitization Policy and Media Handling Policy for Healthcare Customers, go to [www.hpe.com/mediahandling](http://www.hpe.com/mediahandling)

If the Customer chooses to retain repair parts covered under the defective media retention and/or comprehensive defective material retention service feature options, it is the Customer's responsibility to:

- Retain covered data retentive components that are replaced during support delivery by Hewlett Packard Enterprise
- 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, accept the replacement component, provide HPE with identification information such as the serial number for each component retained hereunder, and, upon HPE request, execute 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 the Customer as loaned, rented, or leased products, the Customer 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.

## General provisions/Other exclusions

Hewlett Packard Enterprise will acknowledge a call by logging a case, communicating the case ID to the Customer, and confirming the Customer's incident severity and time requirements for commencement of remedial action. Note: For events received via the HPE electronic remote support solution, HPE is required to contact the Customer, determine the incident severity with the Customer, and arrange access to the system before the hardware call-to-repair time or hardware onsite response time period can start.

Hardware support onsite response time and call-to-repair time commitment may differ depending on incident severity. The Customer determines the incident severity level.

Incident severity is defined as:

- Severity 1—Critical Down: for example, production environment down: production system or production application down/at severe risk; data corruption/loss or risk; business severely affected; safety issues
- Severity 2—Critically Degraded: for example, production environment severely impaired; production system or production application interrupted/compromised; risk of reoccurrence; significant impact on the business
- Severity 3—Normal: for example, non-production system (e.g., test system) down or degraded; production system or production application degraded with workaround in place; non-critical functionality lost; limited impact on the business
- Severity 4—Low: for example, no business or user impact

## **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 the units or options.

To qualify for the scheduled onsite response service level, monthly charges for products covered with this service level at a specific Customer site must exceed a minimum amount.

Scheduled onsite response is available only with a standard-business-hours, standard-business-days coverage window; coverage window extensions do not apply.

Coverage windows must be contiguous and must include standard business hours and standard business days. If coverage is extended to include additional coverage hours or days, the same coverage hours must be selected for all covered days.

Call-to-repair time commitments are selected in lieu of onsite response times. The Customer cannot select both an onsite response time and a call-to-repair time commitment for the same product.

Enhanced parts inventory management is included with selected call-to-repair time commitments and may not be ordered separately.

To order the service with the comprehensive defective material retention service feature, the defective media retention service feature must also be ordered.

HPE Hardware Support Onsite Service is available as a fully configurable service (certain configuration rules as noted earlier do apply) or can be purchased as a service package with preconfigured service levels and limited optional choices.

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products, minimum commitments, and geographic locations. To obtain further information or to order HPE Hardware Support Onsite Service, contact a local Hewlett Packard Enterprise sales representative and reference the following product numbers:

- HA151AC: fully configurable HPE Hardware Maintenance Onsite Support
- HA101AC: HPE Hardware Next Business Day Supp
- HA116AC: HPE Hardware 4H 9x5 Support
- HA103AC: HPE Hardware 4H 13x5 Support
- HA104AC: HPE Hardware 4H 24x7 Support
- HA105AC: HPE Hardware 6H CTR Support

## **For more information**

For more information on Hewlett Packard Enterprise Support Services, contact any of our worldwide sales offices or visit the following website:

[www.hpe.com/services/support](http://www.hpe.com/services/support)

