HPE POINTNEXT TECH CARE

Addendum for HPE Alletra 6000

SERVICE OVERVIEW

This addendum to the HPE Pointnext Tech Care data sheet describes the HPE Pointnext Tech Care services when purchased for HPE Alletra 6000 solutions. It describes service features as delivered by HPE Alletra 6000 support and provides information regarding additional service-level options. The Customer must purchase HPE Pointnext Tech Care services on eligible HPE Alletra 6000 hardware and software configurations to be eligible for the services described here.

SERVICE STRUCTURE

HPE Pointnext Tech Care service for HPE Alletra 6000, as noted in the following tables, provides a general set of features along with hardware-specific and/or software-specific features. Some service features provided for HPE Alletra 6000 support differ from the HPE Pointnext Tech Care deliverables. The different service features are described in Table 2. Some service features are enhanced when HPE InfoSight[1] is used enabling Hewlett Packard Enterprise to provide greater levels of technical guidance using the provided telemetry. Parts delivery or on-site attendance response times vary based on the service level selected. Regardless of the service level, Customers have direct access to Level 3 HPE Alletra 6000 support engineers by telephone 24x7.

TABLE 1. Service feature summary

General features	• Direct access to experts^
	• General technical guidance
	• HPE InfoSight assistance*
	• Expert email^
	• HPE InfoSight predictive alerts*
	• Automated incident logging*
	• Tech tips videos^
	• Access to electronic support information and services
Hardware service features	• Remote problem diagnosis and support
	• On-site hardware support
	• Replacement parts and materials
	• HPE Visual Remote Guidance (VRG)^
	• HPE InfoSight dashboards*
	• HPE InfoSight workload insights*
	• Firmware updates for selected products
	• Collaborative support^
Software service features	• License to use software updates
	• Software support
	• Installation advisory support
	• Software features and operational support
	• Software product and documentation updates
Optional features	• Defective media retention (DMR)
	• Comprehensive defective material retention (CDMR)

* Service deliverables require connectivity to HPE using HPE proprietary service tools.

^ Service feature delivery specification is different from HPE Pointnext Tech Care data sheet. Delivery specification for HPE Alletra 6000 is described in Table 2.

[1] HPE InfoSight is an HPE proprietary service tool available on select products. For more information, visit infosight.hpe.com.

TABLE 2. Service features

Feature	HPE Alletra 6000 delivery specifications
Direct access to experts	Customers may contact HPE support by telephone 24x7 to log support incidents with direct access to Level 3 expert HPE Alletra 6000 support engineers.
Tech tips videos	HPE provides access to enhanced tech tips videos by experts offering technical best practices and functional expertise.
	Tech tips videos are available via Welcome Center. Subject of content vary based on HPE operational experience with products and best practices in supporting and maintaining these products.
HPE Visual Remote Guidance	Customers may choose to connect with specialist technical resources using an enterprise collaboration application that enables live stream video, and voice and content sharing.
	Problem diagnosis and resolution may be performed in real time, with in-the-moment guidance and collaboration between the Customer and HPE subject-matter experts. The application may also be used to assist in the installation of HPE designated Customer self-repair (CSR) parts.
Collaborative support	For entitled and supported configurations and uses, HPE Alletra 6000 can collaborate with support for other HPE products and third-party hardware and software to investigate and resolve interaction issues with HPE Alletra 6000 products.
	If HPE determines that the HPE product is not the source of the problem but deems the problem may be related to the third-party hardware and/or software, the Customer shall engage the third-party vendor for resolution and engage HPE's assistance by request.
	Engagement of relevant third parties (such as independent software vendors) is subject to the requirements and procedures of those parties. Some third parties might require the end user to initiate contact, confirm entitlement, open a support case, gather data, or execute action plans.
	For any third-party product or component, the user is required to acquire and maintain the relevant entitlement (for example, license or subscription).
Expert email access	Direct Level 3 expert email access available 24x7.
	Expert email access is provided in lieu of expert chat or forum support as described for HPE Pointnext Tech Care.

SERVICE-LEVEL OPTIONS

HPE offers four service-level offerings for HPE Alletra 6000 support:

• Essential

• Essential parts exchange

• Basic

• Basic parts exchange

Regardless of your service level, incidents with covered hardware or software can be reported to HPE via telephone, web, or email as locally available, or as an automated equipment reporting event using HPE electronic remote support solution 24x7.

All service levels are subject to local availability. Product eligibility may vary. Contact a local HPE sales office for detailed information on service availability and product eligibility.

HPE Pointnext Tech Care critical 6-hour hardware repair commitment is not available for HPE Alletra 6000.

TABLE 3. Service-level options

Service level	Service feature	Coverage window	Feature description
Essential	Enhanced phone response	Remote response 24x7; service is available 24x7 including HPE holidays	Immediate direct phone access to product expert
	24x7 on-site coverage	On-site attendance 24x7 for hardware replacement: service is available 24x7 including HPE holidays	4-hour on-site response[2] for covered hardware
Essential parts exchange	Enhanced phone response	Remote response 24x7; service is available 24x7 including HPE holidays	Immediate direct phone access to product expert
	24x7 parts exchange	Parts delivery 24x7: service is available 24x7 including HPE holidays	4-hour parts exchange[3] for covered hardware

[2] On-site response time begins when the initial support incident has been received, acknowledged, and 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.

[3] Once an HPE Alletra 6000 hardware issue has been confirmed by the support, replacement hardware will be delivered to the covered Customer site within 4 hours, 24 hours a day, 7 days a week, including HPE holidays. Contact an HPE authorized sales representative for information on available locations for parts stocking. For areas not currently covered, on-site spare parts or kits for purchase are offered under the HPE Smart Spares Box option.

TABLE 3. Service-level options (continued)

Service level	Service feature	Coverage window	Feature description
Basic	Enhanced phone response	Remote response 24x7; service is available 24x7 including HPE holidays	Immediate direct phone access to product expert
	Next business day on-site coverage	On-site attendance—the next standard business day for hardware replacement, during standard business days between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HPE holidays (coverage window)	Next business day on-site response for covered hardware;[4] support incidents received outside the coverage window shall be acknowledged the next coverage day and serviced within the following coverage day[5]
Basic parts exchange	Enhanced phone response	Remote response 24x7; service is available 24x7 including HPE holidays	Immediate direct phone access to product expert
	Next business day parts exchange	Parts delivery the next standard business day, during standard business days between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HPE holidays (coverage window)	Next business day parts exchange for covered hardware; support incidents received outside the coverage window shall be acknowledged the next coverage day and serviced within the following coverage day

TABLE 4. Incident priority levels

Priority level	Business impact	Response time
Priority 1: Critically down	Not serving data or severe performance degradation	Expert response in 30 minutes or less
Priority 2: Critically degraded	Performance degradation, intermittent software faults, network degradation, or single controller not operational	Expert response in 2 hours or less
Priority 3: Normal	Issue or defect causing minimal business impact	Expert response in 8 hours or less
Priority 4: Low	Request for information, administrative requests	Next business day (Monday through Friday)

Note: All priorities include 24x7 engineering escalation support, if required.

TRAVEL ZONES

The HPE Alletra 6000 support may use forward stocking locations which have different coverage areas than those defined in the HPE Pointnext Tech Care data sheet. All hardware on-site presence and on-site parts response times apply only to sites located within 150 miles (241 km) of an HPE Alletra 6000 designated support hub.

Travel zones and charges, if applicable, may vary in some geographic locations.

Response times to sites located more than 150 miles (241 km) from an HPE designated support hub will have modified response times for extended travel, as shown in the following table.

TABLE 5. Travel zones

Distance from HPE designated support hub	4-hour hardware on-site/parts response time	Next-day hardware on-site/parts response time
0–150 miles (0–241 km)	4 hours	Next coverage day
More than 150 miles (241+ km)	Established at time of order and subject to availability	Established at time of order and subject to availability

[4] Requests to schedule on-site attendance for outside the coverage window may incur additional cost and is subject to HPE availability.

[5] Replacement parts delivery will occur Monday through Friday 9:00 a.m. to 5:00 p.m. local time, excluding HPE holidays. Once a hardware issue has been confirmed by the HPE Alletra 6000 support, the submittal for hardware replacement parts must be initiated by 3:00 p.m. local time for spare parts replacement delivery on the next business day. Contact an HPE authorized sales representative for information on available locations for parts stocking. Local country shipment availability may impact the next local business day delivery of replacement parts. For areas not currently covered, on-site spare parts or kits for purchase are offered under the HPE Smart Spares Box option.

PREREQUISITES

The Customer must purchase HPE Pointnext Tech Care service for HPE Alletra 6000 hardware and software to receive the defined service features.

CUSTOMER RESPONSIBILITIES

In addition to those outlined in the HPE Pointnext Tech Care data sheet, the Customers are responsible for the following:

• The Customer should register for an HPE InfoSight account and associate all HPE Alletra 6000 products.

• The Customer and related parties must maintain relevant install base data, such as contact information and service/delivery address. When such information must be withheld or occluded (such as for security reasons), support and services capabilities will be limited.

• The Customer and related parties must communicate information about the array, shelves, and any associated hardware and software. Timely, accurate, and complete information is critical to proper support.

• The Customer and related parties must maintain a supportable configuration, including software and hardware; these include drives, SSDs, and cards. Any unsupported, third-party, or unofficial market components found with the HPE Alletra 6000 product will void the supportability and any obligations for the HPE Alletra 6000 support. Support may resume when the HPE Alletra 6000 product is returned to its covered configuration. Supportability can be re-established if the configuration is restored. Options include restoring HPE Alletra 6000 components originally in the array/shelf or purchasing new, supported HPE Alletra 6000 components and using those in the array/shelf.

• Movement or repurposing of hardware between compatible and eligible arrays should be confirmed with the relevant account team and HPE Alletra 6000 support to avoid getting to an unsupported configuration. Any unsupported configuration is ineligible for support, including downloads, until it has been restored to a supported configuration.

SERVICE LIMITATIONS

These HPE Alletra 6000 support services are available for HPE Alletra 6000 devices, which have not reached their end of support date.

If, in HPE's reasonable judgment, the original acquisition of an HPE Alletra 6000 product from HPE or a reseller occurred through unauthorized means, HPE has no obligations to provide Customer services or any support services to Customer for the product in question or to allow any associated software licenses to continue.

The HPE Alletra 6000 support contracts and associated entitlements may not be transferred. If an entitled HPE Alletra 6000 product is transferred or sold to another party, the receiving party must contact HPE to purchase a latest support contract.

The features of these services may differ or be limited, based on specific devices or software. Check with an HPE sales representative for specific limitations and local availability.

For prescriptive issue resolution capabilities and HPE Get 6-Nines Guarantee for HPE Alletra 6000, all configurations and devices must be supported by its remote support technology. If the Customer has not deployed the tools and methods for remote support, or if the configurations or devices are not supported by remote support and the Customer does not take steps to provide the data required to HPE, we are not obligated to provide any impacted deliverables. The Customer remains responsible for full payment of all fees associated with the provision of the HPE Alletra 6000 support services. Remote support is any of multiple methods used by the HPE Alletra 6000 support to assist in diagnosing and repairing the Customer issues.

SERVICE ELIGIBILITY

The HPE Alletra 6000 solutions must be a supported HPE hardware configuration running the HPE Alletra 6000 software and covered by an active HPE Pointnext Tech Care service agreement. The service requires that all hardware, hardware options, and software are covered by the service. HPE Pointnext Tech Care (including HPE Pointnext Tech Care service for HPE Alletra 6000) is not designed to be purchased on software-only configurations due to the integrated nature of the service deliverables, thus, all the software and hardware, in the solution, should be purchased with the same HPE Pointnext Tech Care service level.

If an array or shelf does not have valid entitlement through a current HPE Alletra 6000 support contract, any associated components will not be supported, except where required by law.

All arrays and shelves in a group must have an active and valid support contract to be eligible for support. A group is a collection of up to four (4) arrays that are managed by the Customer as a single entity. If any array or shelf in a group does not have valid entitlement, support can be denied.

The support term of any hardware component will co-terminate with the array with which the hardware is used. This includes expansion shelves.

Limitations:

- The support term of the hardware component cannot be extended past the service life of that component, regardless of the array lifecycle. That is, any hardware component that has reached end of support will not be supported, even if the array is supportable.

- If an array or shelf has reached end of support, any hardware components within are not considered supportable, regardless of the component lifecycle. The relevant hardware component must be used with a compatible, supportable array that has a valid HPE Alletra 6000 support contract.

GENERAL PROVISIONS/OTHER 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.

- For SSDs (including NVMe-based) that have not reached end of support, the HPE Alletra 6000 support monitors the wear of the component when sufficient data is provided by the Customer and will replace the component when the wear limit has been reached. Replacement parts for the wear-limited components are not stocked in local depots and are not subject to the HPE Alletra 6000 support SLAs. Such replacement parts will be shipped from the HPE Alletra 6000 manufacturing facilities.

- HPE will be excused from performance of its obligations under these terms if such failure to perform results from compliance with any requirement of applicable law, supply shortages, work stoppages, changes to international trade policies, telecommunications or network failure, acts of war (whether they be declared or not), acts of terrorism, regional or global pandemic, acts of God, and any causes beyond the reasonable control of HPE. Any delay resulting from any of such causes shall extend performance accordingly or excuse performance, in whole or in part, as may be reasonable under the circumstances.

ORDERING INFORMATION

In addition to the product numbers specified in the HPE Pointnext Tech Care data sheet, the following parts exchange options are available for HPE Alletra 6000.

To obtain further information or to order HPE Alletra 6000 support services, contact a local HPE sales representative or authorized reseller and reference the following product numbers (x denotes the service length in years; options are 3, 4, or 5 years).

- HPE Pointnext Tech Care Essential Exchange SVC (HU4A9Ax)

- HPE Pointnext Tech Care Essential Exchange wDMR SVC (HU4B0Ax)

- HPE Pointnext Tech Care Essential Exchange wCDMR SVC (HU4B1Ax)

- HPE Pointnext Tech Care Basic Exchange SVC (HU4B5Ax)

- HPE Pointnext Tech Care Basic Exchange wDMR SVC (HU4B6Ax)

- HPE Pointnext Tech Care Basic Exchange wCDMR SVC (HU4B7Ax)

Some offerings, features, and coverage (and related products) may not be available in all countries or areas. 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 the Customer-specific needs.

**Make the right purchase decision.
Contact our presales specialists.**

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