

HPE Parts Exchange Service

HPE Contractual Support Services

HPE Parts Exchange Service exchanges defective **Hewlett Packard Enterprise** parts with replacement parts at the current revision level available from HPE inventory. This service is designed for self-maintainers who participate in hardware maintenance activities on products supported by HPE self-maintainer programs.

HPE Parts Exchange Service provides replacement parts that are either shipped to your location in advance of, or following your return of, defective parts to HPE. The service includes shipping charges for standard delivery, with options available for predetermined time and place of delivery and return pickup by HPE.

Service benefits

This service provides the following benefits:

- Ready access to Hewlett Packard Enterprise replacement parts for a broad range of products
- Potential money savings by using replacement parts
- Reduced downtime with the advance exchange feature, enabling replacement parts to be shipped before you return the defective part
- Worldwide Hewlett Packard Enterprise repair and distribution capabilities to address your global maintenance needs

Service feature highlights

- Parts exchange
- Advance exchange
- Coverage window
- Delivery time



Specifications

Table 1. Service features

Feature	Delivery specifications
Parts exchange	Hewlett Packard Enterprise will exchange defective parts for working replacement parts of HPE products. Replaced parts will be at the current revision level available within HPE inventory.
Advance exchange	<p>Hewlett Packard Enterprise will confirm with the Customer, prior to the close of standard business hours, that the ordered part will ship in advance of HPE's receipt of the defective part, within a specific period of time determined by HPE. The Customer must return the defective part within the time specified by HPE, which must not be greater than 30 days after shipment by HPE of the replacement part. The replaced product becomes the property of HPE. For any part not returned within the specified time period, the Customer will be billed at full country list price.</p> <p>HPE will assume all risk of loss or damage to parts in transit to the Customer. The Customer assumes all risk of loss of parts returned to HPE. HPE will pay the cost of shipping replacement parts to and from the Customer's location, within the country of purchase.</p>
Coverage window	Parts exchange ordering is available 24 hours a day using the HPE Channel Services Network (CSN). Telephone order access is available 9 hours a day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HPE holidays.
Delivery time	Hewlett Packard Enterprise will use commercially reasonable efforts to ship eligible parts within one business day of receipt and acceptance of the Customer's order. Orders must be received and accepted prior to 5:00 p.m. local time for next-business-day delivery.

Table 2. Optional service features

Feature	Delivery specifications
Pickup by Hewlett Packard Enterprise	A Hewlett Packard Enterprise authorized courier will, optionally at the Customer's request, pick up the defective part at the Customer's site for a designated courier event fee. This will occur at the time of delivery of the replacement part or within the following 15 business days. The courier fee will be set by HPE.
Defective media retention	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.
Emergency response time with predetermined time and place delivery	<p>For an optional event fee, Hewlett Packard Enterprise will provide an emergency response time with delivery of the part at a predetermined time and place. If HPE fails to deliver the part within the predetermined time and to the predetermined place, the emergency event fee will be waived, and this will constitute the Customer's sole and exclusive recourse.</p> <p>The emergency fee will be determined by HPE and will be a flat fee regardless of the product type.</p>

Service limitations

Delivery of this service is subject to the following limitations:

- Parts may be new or equivalent to new in performance.
- Parts may be upgraded to include the currently available revision level.

Services such as, but not limited to, the following are excluded from this service:

- Services that, in the opinion of Hewlett Packard Enterprise, are required due to improper treatment or use of the product
- Services required due to unauthorized attempts by non-HPE or unauthorized personnel to repair, maintain, or modify the product
- Services required due to causes external to the product under coverage
- Services on individual hardware products that cannot, in the opinion of Hewlett Packard Enterprise, be properly repaired due to excessive wear or deterioration; these products may be withdrawn from the parts exchange service within 90 days prior written notice; notice shall not be issued prior to the end of the first year of service
- Software support services



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).

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.

Service eligibility

- Customers are eligible for the delivery of this service if they meet the following prerequisites:
- The Customer must own or lease the product on which the service is purchased.
- The Customer must enroll or be enrolled in an applicable HPE authorized self-maintainer program.
- The Customer must meet specific HPE training and certification requirements as specified in the applicable HPE authorized self-maintainer program.

Customer responsibilities

The Customer will:

- Properly package parts sent to Hewlett Packard Enterprise. All packages must reference the HPE Parts Exchange Service return account number; packages without the appropriate account number may be subject to delay in receipt and acceptance, and may be subject to applicable late return fees
- Return eligible parts to Hewlett Packard Enterprise within 30 days of shipment by HPE for any advance exchange, or pay full country list price for the parts
- Issue Hewlett Packard Enterprise a funding authorization (purchase order) for per-event charges, or prepay per-event fees by way of credit card; the funding authorization will cover all unreturned and non-repairable exchanged parts at full country list price, as well as any applicable expediting or restocking charges incurred by the Customer
- Accept responsibility for incompatibility or interference in the event that newly installed Field Change Orders (FCO) or Engineering Change Orders (ECO) cause an incompatibility or other interference within the Customer's system
- Provide proof of purchase or import documentation for the part being submitted for exchange, if required
- Maintain an adequately trained and certified workforce for the Hewlett Packard Enterprise product
- Place service requests through the HPE Channel Services Network (CSN) unless otherwise directed by Hewlett Packard Enterprise



Data sheet

With the defective media retention service feature option, it is the Customer's responsibility to:

- Retain physical control of Disk or SSD/Flash Drives at all times during support delivery by Hewlett Packard Enterprise; HPE is not responsible for data contained on Disk or SSD/Flash Drives
- Ensure that any Customer sensitive data on the retained Disk or SSD/Flash Drive is destroyed or remains secure
- Provide Hewlett Packard Enterprise with identification information for each Disk or SSD/Flash Drive retained hereunder and, upon request from HPE, execute a document provided by HPE acknowledging the retention of the Disk or SSD/Flash Drives
- Destroy the retained Disk or SSD/Flash Drive and/or ensure that the Disk or SSD/Flash Drive is not put into use again
- Dispose of all retained Disk or SSD/Flash Drives in compliance with applicable environmental laws and regulations

For Disk or SSD/Flash Drives supplied by Hewlett Packard Enterprise to the Customer as loaner, rental, or lease products, the Customer will promptly return the replacement Disk or SSD/Flash Drives 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 Disk or SSD/Flash Drive to HPE, and HPE shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such Disk or SSD/Flash Drive.

Coverage

HPE Parts Exchange Service provides coverage for selected HPE commercial hardware products, which may include:

- Intel® processor-based servers
- Selected Alpha systems and peripherals

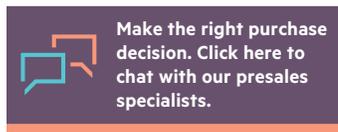
Check with a local Hewlett Packard Enterprise sales office or Hewlett Packard Enterprise reseller for detailed information on HPE hardware product coverage.

Ordering information

To obtain further information or to order HPE Parts Exchange Service, please contact a local Hewlett Packard Enterprise sales representative.

For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website: hpe.com/services/support



Sign up for updates



© Copyright 2017 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.

Intel is a trademark of Intel Corporation in the U.S. and other countries. All other third-party trademark(s) is/are property of their respective owner(s).

5981-8522ENW, December 2017, Rev. 2