



HPE Foundation Care Parts Exchange Service

HPE Packaged Support Services

Hewlett Packard Enterprise Foundation Care Parts Exchange Service (HPE Foundation Care Parts Exchange) combines remote hardware support that provides parts exchange service features along with basic software support on selected third party products to help increase the availability of your IT infrastructure as more fully described in the Service Feature table below.

Hewlett Packard Enterprise technical resources work with your IT team to help you remotely resolve hardware problems with HPE branded products through a parts exchange service. This service also includes Basic Software Support and Collaborative Call Management for selected non-HPE software. In addition, HPE Foundation Care Parts Exchange provides electronic access to related product and support information and firmware updates.

Service benefits

- Access to expert Hewlett Packard Enterprise technical resources to help expedite problem resolution
- Reduced downtime with the Advanced Parts Exchange feature, enabling replacement parts to be shipped before you return defective parts
- Access to firmware updates
- Worldwide HPE repair and distribution capabilities to address your global maintenance needs

Table 1. Service features

Feature	Delivery specifications
	General information: The details of the HPE Foundation Care Parts Exchange service specifications are outlined in the text that follows. These services are subject to local availability. Contact a local Hewlett Packard Enterprise sales office for detailed information on service availability.
Delivery methods	At the discretion of HPE, service will be provided using a combination of remote diagnosis and support and, when required, delivery via a courier of customer-replaceable parts such as optical drives, certain hard disk drives, and other parts classified by HPE as Customer Self Repair (CSR) parts. HPE will determine the appropriate delivery method required to provide effective and timely customer support.
Remote problem diagnosis and support	When experiencing a problem, the Customer must first place a call to a designated support telephone number. Prior to any remote or offsite assistance, HPE may ask the Customer to provide relevant information, start diagnostic tools, and perform other supporting activities at the request of HPE. HPE will then work with the Customer remotely to isolate the hardware problem. The coverage window for remote hardware support is 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HPE holidays.
Advanced Parts Exchange	HPE will exchange defective parts for working replacement parts of HPE products under coverage. Replaced parts will be at the current revision level available within HPE inventory.

HPE 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 part that is being replaced. The Customer must return the affected 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 part becomes the property of HPE. For any part not returned within the specified time period, the Customer will be billed for the replacement part at full country list price.

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.

Advanced Parts Exchange ordering is available 24 hours a day using Web-based tools. 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.

HPE will use commercially reasonable efforts to ship eligible parts within one business day of receipt of request. Requests must be received and accepted prior to 5:00 p.m. local time for next-business-day delivery.

Basic Software Support and Collaborative Call Management for non-HPE software on eligible HPE hardware products

Basic Software Support provides 24 hours per day, 7 days per week phone support for selected independent software vendor (ISV) software that resides on hardware covered by HPE Foundation Care. For Basic Software Support, HPE will investigate and attempt 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. If the problem is still not resolved, then Collaborative Call Management can be initiated at the Customer's request, subject to the limitations as set forth below.

If HPE determines that a problem is caused by a selected ISV product and the problem is not resolved by the Customer applying known available fixes, HPE will, at the Customer's request, initiate Collaborative Call Management with the ISV. Collaborative Call Management 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 submit calls on the Customer's behalf for the limited purpose of placing a support call with the vendor. HPE will engage the ISV and provide information about the Customer's issue, as obtained during the Basic Software Support service call. Once the call 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 will close the HPE call, but the Customer or ISV can resume the service issue with HPE if needed by referencing the original call identification number.

Basic Software Support and Collaborative Call Management apply only to select ISV software when that software is not under HPE support. For a list of the non-HPE software products eligible for Basic Software Support and Collaborative Call Management, please refer to www.hpe.com/services/collaborativesupport.

Access to electronic support information and services

As part of this service, HPE 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 downloading selected HPE software patches, 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 the Customer can search for and retrieve product information, find answers to support questions, participate in support forums, and download software updates; this service may be limited by third-party access restrictions

Firmware updates for selected products

As HPE releases entitled firmware updates to HPE hardware products, these updates are only made available to the Customer if there is an active agreement that entitles it to access these updates.

As part of this service, the Customer 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.

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 data sheet and other applicable agreements with HPE.

HPE may take additional reasonable steps, including audits, to verify the Customer's adherence to the terms of its agreements with HPE, including this data sheet.

Replacement parts and materials

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 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.

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.

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.

Service limitations

HPE retains the right to determine the final resolution of all service requests.

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

- Installation of replacement parts
- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HPE
- Services that, in the opinion of HPE, are required due to unauthorized attempts by non-HPE 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 causes external to the product under coverage
- Services on individual hardware products that cannot, in the opinion of HPE, 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
- 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

Collaborative Call Management for non-Hewlett Packard Enterprise software:

Prerequisites

- The Customer must have rightfully acquired the license for any underlying firmware and software that will be covered under these services.
- HPE may take additional reasonable steps, including audits, to verify the Customer's adherence to the terms of its agreements with HPE, including this data sheet.

Customer responsibilities

The Customer must provide accurate and complete information in a timely manner as required for HPE to perform the services.

Upon HPE's request, the Customer will be required to support HPE's remote problem resolution efforts.

The Customer will:

- Start self-tests and install and run other diagnostic tools and programs
- Install firmware updates and patches
- Run data collection 'scripts' on behalf of HPE when they cannot be initiated from HPE Remote Support Technology
- Provide all information necessary for HPE to deliver timely and professional remote support and to enable HPE to determine the level of support eligibility
- Perform other reasonable activities to help HPE identify or resolve problems, as requested by HPE
- Properly package parts sent to HPE; when returning parts to HPE, 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
- Be responsible for the installation of replacement parts; if HPE carries out the installation of the replacement part, the labor and logistics costs will be at the Customer's expense
- 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 will provide 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

In order for HPE to provide Collaborative Call Management, the Customer must have an active support agreement with the software vendor that includes the required service level and features that allow the Customer to place calls and receive support from the vendor. If the vendor requires it, the Customer will take any steps necessary to ensure that HPE can submit calls on the Customer's behalf. In addition, the Customer must provide HPE with the appropriate information needed for HPE to initiate a service call with the software vendor on behalf of the Customer. HPE will not be able to transfer calls to the vendor and assumes no responsibility for failure to do so. HPE's obligations are limited to the placement of support calls only. Purchase of Collaborative Call Management does not assign the support agreement between the Customer and vendor to HPE. The Customer remains responsible for the performance of its obligations under such agreements, which include payment of all applicable fees, including any fees that may apply as a result of logging calls with the vendor. HPE is not liable for the performance or non-performance of third-party vendors, their products, or their support services.

The Customer is responsible for installing and configuring all supported devices and maintaining the appropriate HPE Remote Support Technology with a secure connection to HPE. The Customer is responsible for providing all necessary resources in accordance with the HPE remote support solution release notes in order to enable the delivery of the service and options. The Customer must also provide any hardware required to host the remote support solution. 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. The Customer should contact a local HPE representative for further details on requirements, specifications, and exclusions. For scheduled calls, the Customer shall promptly make the equipment available to HPE for remedial activities at the agreed-upon time.

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

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, including those outlined in the HPE Media Sanitization Policy and Media Handling Policy for Healthcare Customers, go to www.hpe.com/mediahandling.

Coverage

HPE Foundation Care Parts Exchange Service provides coverage for selected HPE Intel® processor-based servers and eligible HPE-branded, HPE-supported, and HPE-supplied parts and components. Attached accessories are not covered by this service; certain exceptions may apply.

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.

For HPE ProLiant servers, the service on the main product covers HPE-branded hardware options not designated by HPE as requiring separate coverage, that are qualified for the server, are purchased at the same time as the server or afterward, and are internal to the enclosure, as well as HPE-supported and -supplied tower UPS products. These items will be covered at the same service level as the main product.

For HPE ProLiant servers installed within a rack, the service also covers all HPE qualified rack options not designated by HPE as requiring separate coverage. Coverage includes HPE-supported and -supplied UPS products not exceeding 12 kVA, KVM switch, console, and PDU installed within the same rack. The UPS battery is covered separately under its own warranty terms and conditions, limited to the term of the applicable warranty period.

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.

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 Foundation Care Parts Exchange Service, contact a local Hewlett Packard Enterprise sales representative or reseller.

For more information

For more information on HPE Foundation Care Service or other HPE support services, contact any of our worldwide sales offices or visit the following website:

www.hpe.com/services/support

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4AA6-3446ENN, December 2015