

# HPE After-Hours Hardware Installation Service

## Lifecycle Services

### Service overview

HPE After-Hours Hardware Installation Service extends the service window for the following services to provide scheduled onsite hardware (HW) installation outside of HPE standard business hours:

- HPE Installation Service (HA113A1)
- HPE Installation and Start-up Service (HA114A1)
- HPE Factory Express Services (HA453A1, HA454A1, and HA455A1)
- Basic installation services included in the purchase price of an HPE HW product

### Service benefits

- Extends the delivery hours of your HW product installation
- Ordered at the same time as your HW product
- Adds predictability to your IT deployment budget

### Service feature highlights

- Extends delivery window for HW installation

**Table 1.** Service features

Feature	Delivery specifications
<b>Extends delivery window for HW Installation</b>	<p>HPE Installation Service (HA113A1), HPE Installation and Start-up Service (HA114A1), HPE Factory Express Services (HA453A1, HA454A1, HA455A1), and HPE Bundled Installation Services have a defined scheduled delivery window during standard business hours. The HPE After-Hours Hardware Installation Service enables Customers to schedule the delivery of these HW installation services after hours, on weekends, or on HPE holidays.</p> <p>HPE After-Hours Hardware Installation Service extends the installation service window on HW products on the same order. The products must be installed at the same site and during the same installation event. After-hours HW installations planned at multiple sites or start dates require the purchase of additional HPE After-Hours Hardware Installation Service for each site and/or start date.</p>

## Customer responsibilities

The Customer will:

- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met
- Contact a Hewlett Packard Enterprise service specialist within 90 days of date of purchase to schedule the delivery of the service
- Schedule the installation activity with Hewlett Packard Enterprise a minimum of 3 business days in advance of the desired installation date

## Service limitations

The scheduling of this service is subject to the availability of Hewlett Packard Enterprise onsite technical resources

A separate HPE After-Hours Installation Service is required for each installation event or installation location. An installation event is defined as an installation scheduled to begin on a given day. An installation location is defined as a single site or campus location with a radius of not greater than one half mile.

This service applies to onsite HW product installation only.

Some HPE Installation Services, HPE Installation and Start-up Services, HPE Factory Express Services, and HPE Bundled Installation Services include service components comprised partly or entirely of project planning, design, custom configuration, or other complex or consultative content. These service components will not be delivered outside of standard business hours. Delivery of these excluded service components outside of business hours may be available separately on a custom-quote basis.

## Service eligibility

Customers are eligible for the delivery of this service if they meet the following prerequisites:

- The Customer must purchase either an HPE Installation Service (HA113A1), HPE Installation and Start-up Service (HA114A1), or HPE Factory Express Service (HA453A1, HA454A1, or HA455A1) for each HW product to be installed, or purchase HPE HW products with bundled installation

## General provisions / other exclusions

This service extends the available delivery window of selected HPE installation services and does not modify any other term and condition associated with these services.

Hewlett Packard Enterprise reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

Hewlett Packard Enterprise's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data the Customer provides to HPE.

Travel charges may apply; please consult your local office.

## Ordering information

This service can be ordered using the following part numbers:

- HA124A1-56P
- HA124A1-56Q
- HA124A1-56R

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