

HPE Cloudline Support Services

HPE Packaged Support Services

Service overview

Created for service providers, HPE Cloudline Support Services are a selection of hardware support features designed to help keep your IT staff focused on your business, not on repair and maintenance activities.

For eligible products, you can utilize Hewlett Packard Enterprise technical resources to provide remote diagnosis and support, scheduled onsite hardware repair/troubleshooting, or coverage for replacement components, including defective media retention (DMR). With HPE Cloudline Support Services, you can purchase the services that meet your specific needs.

Service benefits

- Choice of service packages
- Access to expert Hewlett Packard Enterprise technical resources to help expedite problem resolution
- Delivery of the service at a mutually scheduled time convenient to your organization

Service feature highlights

- Remote problem diagnosis and support
- Optional service feature: Scheduled onsite hardware repair
- Optional service feature: Replacement parts and materials

Table 1. Service features

Feature	Delivery specifications
Remote problem diagnosis and support	<p>Hewlett Packard Enterprise provides the Customer's IT staff with access to remote technical resources from the Customer Support Center (CSC) to help with technical questions regarding the covered HPE Cloudline hardware products. The CSC resource will provide the Customer with remote technical support and may engage additional remote technical resources as needed.</p> <p>Once the Customer has placed and HPE has acknowledged 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.</p> <p>Coverage window: Standard local business hours, standard business days. Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HPE holidays.</p> <p>Remote response time: Once a problem is logged, a Hewlett Packard Enterprise Solution Center engineer will respond to the call within two hours during the coverage window.</p> <p>Regardless of the Customer's coverage window, incidents with covered hardware can be reported to HPE via Web portal, email, or telephone as locally available. HPE will acknowledge the receipt by logging the call, assigning a case ID, and communicating that case ID to the Customer. HPE retains the right to determine the final resolution of all reported incidents.</p>
Optional service feature: Scheduled onsite hardware repair	<p>As an optional feature of HPE Cloudline Support Services, the Customer can purchase scheduled onsite services that provide access to Hewlett Packard Enterprise field engineers to perform onsite diagnosis and repair of Cloudline products. The onsite visit will be scheduled for the next business week (5th business day) or later on the specified day of the week, as agreed upon during the sales process.</p> <p>Coverage window: Standard business hours, standard business days. Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HPE holidays.</p> <p>Onsite response time: Hewlett Packard Enterprise will dispatch a Hewlett Packard Enterprise engineer to arrive on the day of the scheduled visit as agreed upon between HPE and the Customer.</p> <p>Response times are dependent on the location of the Customer's site in relation to a designated Hewlett Packard Enterprise support office. To check service availability, please contact a local Hewlett Packard Enterprise services representative.</p>
Optional service feature: Replacement parts and materials	<p>This service 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 Hewlett Packard Enterprise to provide supportability of the product. Replacement parts provided by HPE shall be new or functionally equivalent to new in performance. Replaced parts will 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.</p> <p>Maximum supported lifetime/maximum usage:</p> <p>Parts and components that have exceeded their maximum supported lifetime and/or the maximum usage limitations as set forth in the manufacturer's operating manual, product QuickSpecs, or technical product data sheet will not be provided, repaired, or replaced as part of this service.</p>

Customer responsibilities

If the Customer does not act upon the specified Customer responsibilities, Hewlett Packard Enterprise or the Hewlett Packard Enterprise authorized service provider will, at HPE's discretion, 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 materials rates.

Upon Hewlett Packard Enterprise'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 customer-installable firmware updates and patches
- Run data collection 'scripts' on behalf of Hewlett Packard Enterprise
- 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
- 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.

For scheduled calls, the Customer shall promptly make the equipment available to Hewlett Packard Enterprise for remedial activities at the agreed-upon time.

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 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 service 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 Hewlett Packard Enterprise 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 Hewlett Packard Enterprise 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.

Service limitations

Hewlett Packard Enterprise retains the right to determine the final resolution of all service requests.

At the discretion of Hewlett Packard Enterprise and depending on the service level purchased for the product, service will be provided using an applicable combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. HPE will determine the appropriate delivery method required to provide effective and timely Customer support. If the Customer agrees to a Customer Self Repair (CSR) recommendation and a CSR part is provided or the Customer has procured the necessary part to return the system to operating condition, the onsite service level shall not apply.

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

- Operational testing of applications, or additional tests requested or required by the Customer
- Troubleshooting for interconnectivity or compatibility problems
- Services that, in the opinion of Hewlett Packard Enterprise, are required due to improper treatment or use of the products or equipment
- Services arising from use of non-Hewlett Packard Enterprise branded replacement parts or modification or improper system maintenance not performed or authorized by HPE
- Support for network-related problems
- Backup, recovery, and support of the operating system, other software, and data
- 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 unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software
- 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

For technical hardware issues 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 will be new or functionally equivalent to new in performance. Replaced products become the property of HPE.

General provisions / other exclusions

Hewlett Packard Enterprise will acknowledge a support call by logging a case, communicating the associated case ID to the Customer, and confirming the Customer's incident severity and time requirements for the start of remedial action.

The Customer will determine the incident severity level. Incident severity levels are defined as follows:

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

Travel zones

All hardware onsite response times apply only to sites located within 100 miles (160 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.

If applicable, it is the Customer's responsibility to have Hewlett Packard Enterprise parts on site prior to scheduling HPE onsite resources.

Ordering information

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 Cloudline Support Services, contact a local Hewlett Packard Enterprise sales representative and reference the following product numbers (x denotes the service length in years; options are 3 years, or "C" for contractual services).

- HOHE8Ax for HPE Cloudline Parts + Remote Technical Support
- H2NA8Ax for HPE Cloudline Parts + Remote Technical Support with DMR
- HOHE9Ax for HPE Cloudline Onsite Labor + Remote Technical Support
- HOHFOAx for HPE Cloudline Parts + Onsite Labor + Remote Technical Support
- H2NA9Ax for HPE Cloudline Parts + Onsite Labor + Remote Technical Support with DMR

Depending on the point of purchase and the requested service-level option, other product numbers may apply. Please consult a local Hewlett Packard Enterprise representative or Hewlett Packard Enterprise reseller regarding which product number will best meet specific needs.

Learn more at

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

Visit [HPE.com](https://www.hpe.com)

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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.

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