

# HPE Tech Care Service

## Addendum for select HPE Storage products

### Service overview

This addendum to the [HPE Tech Care Service data sheet](#) describes the HPE Tech Care Services when purchased for select HPE Storage products. It describes service features as delivered by the HPE Services Storage Support team and provides information regarding additional service-level options. The Customer must purchase HPE Tech Care Service on eligible HPE storage products.

### Service applicability

The following product lines are covered by this HPE Tech Care Service addendum:

- HPE Nimble Storage
- HPE Alletra 5000
- HPE Alletra 6000
- HPE GreenLake for Block Storage MP
- HPE GreenLake for File Storage MP

Please note that service-level options vary by product line.

### Service structure

HPE Tech Care Service for Storage, as noted in the following tables, provides a general set of features along with hardware-specific and/or software-specific deliverables. Some service features provided by the HPE Services Storage Support team differ from the HPE Tech Care Service deliverables. The different service features are described in [Table 2](#). Some service features are enhanced when HPE InfoSight<sup>1</sup> 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 Services Storage Support engineers by telephone 24x7.

**Table 1.** Service feature summary

#### General features

- Direct access to experts<sup>2</sup>
- General technical guidance
- HPE InfoSight assistance<sup>3</sup>
- Expert webform submittal<sup>4</sup>
- HPE InfoSight predictive alerts<sup>5</sup>
- Automated incident logging<sup>6</sup>
- Tech tips videos<sup>7</sup>
- Access to electronic support information and services
- Outage management (Critical service level only)

<sup>1</sup> HPE InfoSight is an HPE proprietary service tool available on select products. For more information, visit [infosight.hpe.com](https://infosight.hpe.com).

<sup>2, 4, 7</sup> Service deliverables require connectivity to HPE using HPE proprietary service tools. Not available on all products. Consult your HPE sales specialists for further details.

<sup>3, 5, 6</sup> Service feature delivery specification is different from the [HPE Tech Care Service data sheet](#). Delivery specifications for HPE Storage are described in [Table 2](#).

**Table 1.** Service feature summary (continued)

<b>Hardware service features</b>	<ul style="list-style-type: none"> <li>• Remote problem diagnosis and support</li> <li>• On-site hardware support</li> <li>• Replacement parts and materials</li> <li>• HPE Visual Remote Guidance (VRG)<sup>8</sup></li> <li>• HPE InfoSight dashboards<sup>9</sup></li> <li>• HPE InfoSight workload insights<sup>10</sup></li> <li>• Firmware updates for selected products</li> <li>• Collaborative support<sup>11</sup></li> <li>• 6-hour hardware call to repair (Critical service level only)</li> </ul>
<b>Software service features</b>	<ul style="list-style-type: none"> <li>• License to use software updates</li> <li>• Software support</li> <li>• Installation advisory support</li> <li>• Software features and operational support</li> <li>• Software product and documentation updates</li> </ul>
<b>Optional features</b>	<ul style="list-style-type: none"> <li>• Hardware data security options<sup>12</sup></li> <li>• Hardware exchange service</li> </ul>

**Table 2.** Service features

<b>Feature</b>	<b>Delivery specifications</b>
<b>Direct access to experts</b>	Customers may contact HPE support by telephone 24x7 to log support incidents with direct access to Level 3 expert HPE Storage support engineers.
<b>Tech tips videos</b>	HPE provides access to enhanced tech tips videos by experts offering technical best practices and functional expertise. Tech tips videos are available through the <a href="#">Welcome Center</a> . The subject of content varies based on HPE operational experience with products and best practices in supporting and maintaining these products.
<b>HPE VRG</b>	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.
<b>Collaborative support</b>	For entitled and supported configurations and uses, HPE Services Storage team engineers can collaborate with support for other HPE products and third-party hardware and software to investigate and resolve interaction issues with HPE Storage 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 perform action plans. For any third-party product or component, the user is required to acquire and maintain the relevant entitlement (for example, a license or subscription).
<b>Expert webform submittal</b>	Direct Level 3 expert webform access is available 24x7. Expert electronic webform submittal is provided in lieu of expert chat or forum support as described for HPE Tech Care Service.

<sup>8, 11, 12</sup> Service deliverables require connectivity to HPE using HPE proprietary service tools. Not available on all products. Consult your HPE sales specialists for further details.

<sup>9, 10</sup> Service feature delivery specification is different from the [HPE Tech Care Service data sheet](#). Delivery specifications for HPE Storage are described in [Table 2](#).



**Table 2.** Service features (continued)

Feature	Delivery specifications
<b>Outage management (Critical service level)</b>	HPE Tech Care Service Critical service level offers an enhanced outage management process for severity 1 HPE service incidents. Once a business outage or critical workflow interruption has been confirmed by HPE, technology-specific resources shall be engaged to drive incident resolution. Throughout the duration of the outage incident, the specialist resources drive technical resolution and proactively keep nominated Customer stakeholders informed of the status. Where identified by HPE, technical insights and opportunities shall be shared to help reduce future incident likelihood. Outage management is included for HPE products covered by the Critical service level option and is in addition to standard HPE escalation processes.
<b>6-hour hardware call to repair (Critical service level)</b>	Using on-site and/or remote resolution efforts, HPE returns the covered hardware to operating condition within six hours for severity 1 and 2 incidents. For further information, see <a href="#">“Hardware call to repair”</a> , <a href="#">“Travel zones”</a> , and <a href="#">“General provisions / other exclusions”</a> sections. A 6-hour hardware call to repair is included for HPE products covered by the Critical option and is available on select HPE hardware products.
<b>Hardware data security options</b>	Defective Media Retention (DMR) and Comprehensive Defective Media Retention (CDMR) are available for select HPE Storage on-site support and hardware exchange service levels.

## Service-level options

HPE offers five service-level offerings for HPE Storage support:

- Critical
- Essential
- Essential parts exchange
- Basic
- Basic parts exchange

Regardless of your service level, incidents with covered hardware or software can be reported to HPE through telephone or web 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.

**Table 3.** Description of service-level options

Service level	Service feature	Coverage window	Feature description
<b>Critical</b>	Enhanced phone response	Remote response 24x7; service is available 24x7 including HPE holidays.	Immediate direct phone access to a product expert
	6-hour hardware call to repair	On-site response 24x7; service is available 24 hours per day seven days per week including HPE holidays.	For severity 1 and 2 incidents, HPE returns the covered hardware to operating conditions within six hours when the event is reported to HPE through telephone. <sup>13</sup>
	Outage management	Remote response 24x7; service is available 24 hours per day seven days per week including HPE holidays.	Available for severity 1 business-impacting situations, HPE provides priority access to incident recovery specialists to expedite return to service.

<sup>13</sup> Hardware call-to-repair time begins when the initial incident has been received through telephone from the Customer and acknowledged by HPE or at the start time for work scheduled in agreement with the Customer, as specified in the “Hardware call to repair” section. Hardware call-to-repair time ends with HPE’s determination that the hardware is repaired, or when HPE has determined that no on-site intervention is required. For hardware cases originating from software incidents, call-to-repair time begins when HPE has made the determination that the cause is attributable to the covered HPE hardware.



**Table 3.** Description of service-level options (continued)

Service level	Service feature	Coverage window	Feature description
<b>Essential</b>	Enhanced phone response	Remote response 24x7; service is available 24x7 including HPE holidays	Immediate direct phone access to a 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 <sup>14</sup> for covered hardware
<b>Essential parts exchange</b>	Enhanced phone response	Remote response 24x7; service is available 24x7 including HPE holidays	Immediate direct phone access to a product expert
	24x7 parts exchange	Parts delivery 24x7; service is available 24x7 including HPE holidays	4-hour parts exchange <sup>15</sup> for covered hardware
<b>Basic</b>	Enhanced phone response	Remote response 24x7; service is available 24x7 including HPE holidays	Immediate direct phone access to a 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; <sup>16</sup> support incidents received outside the coverage window shall be acknowledged the next coverage day and serviced within the following coverage day <sup>17</sup>
<b>Basic parts exchange</b>	Enhanced phone response	Remote response 24x7; service is available 24x7 including HPE holidays	Immediate direct phone access to a 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
<b>Priority 1: Critically down</b>	Not serving data or severe performance degradation	Expert response in 30 minutes or less
<b>Priority 2: Critically degraded</b>	Performance degradation, intermittent software faults, network degradation, or single controller not operational	Expert response in 2 hours or less
<b>Priority 3: Normal</b>	Issue or defect causing minimal business impact	Expert response in 8 hours or less
<b>Priority 4: Low</b>	Request for information, administrative requests	Next business day (Monday through Friday)

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

<sup>14</sup> 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.

<sup>15</sup> Once an HPE Storage hardware issue has been confirmed by the support engineer, 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.

<sup>16</sup> Requests to schedule on-site attendance outside the coverage window may incur additional cost and is subject to HPE availability.

<sup>17</sup> 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 Storage support team, 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.



## Travel zones

HPE Service Storage support may use forward stocking locations that have different coverage areas than those defined in the [HPE Tech Care data sheet](#). Hardware on-site presence and on-site parts response times apply only to sites located within 150 miles (241 km) of an HPE Services Storage designated support hub for non-critical service levels.

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.** Hardware on-site / parts response 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 (more than 241 km)	Established at the time of order and subject to availability	Established at the time of order and subject to availability

Coverage areas for critical service level are defined as follows:

**Table 6.** Critical service level travel zones

Distance from HPE designated support hub	Critical repair time
0–50 miles (0–80 km)	6 hours
71–150 miles (81–241 km)	8 hours
More than 150 miles (more than 241 km)	Not available

## Prerequisites

The Customer must purchase HPE Tech Care Service for HPE Storage hardware and software to receive the defined service features.

## DMR and CDMR

The DMR and CDMR service feature options for certain HPE Storage products are available for on-site service and hardware exchange service levels.

## Hardware call to repair

Availability of call-to-repair times is dependent on the proximity of Customers' site to an HPE-designated support hub, as described in the "[Travel zones](#)" section. Call-to-repair times apply to Customer submitted severity 1 and severity 2 incidents. For severity 3 or 4 incidents, or incidents scheduled at request, HPE works with Customers to schedule an agreed-upon time for the remedial action to begin, and the call-to-repair time will then start at that time. For automated electronically submitted severity 1 and 2 incidents, HPE attempts to contact the indicated Customer contact to commence repair. Incident severity levels are defined in the "[General provisions / other exclusions](#)" section.

For hardware call-to-repair time commitments, HPE requires that Customers install and operate the appropriate HPE remote support solution to enable service delivery. Contact a local HPE representative for further details on requirements, specifications, and exclusions. If Customers do not deploy the appropriate HPE remote support solution, HPE may not be able to provide the service as defined and is not obligated to do so. Additional charges will be applied for on-site installation of noncustomer-installable firmware if Customers do not deploy the appropriate HPE remote support solution in cases where recommended and available. Installation of Customer-installable firmware is the Customers' responsibility.



HPE, at its sole discretion, may require an audit on the call-to-repair covered products. If such an audit is required, an HPE authorized representative will contact the Customer, and they will agree to arrange for an audit to be performed within the initial 30-day time frame. At the sole discretion of HPE, the audit may be performed on-site, through remote system access, through remote audit tools, or over the phone. If an audit is required by HPE, it will take 30 days from the time this service is purchased to set up and perform the audits and processes that must be completed before the hardware call-to-repair time commitment can be put into effect. The hardware call-to-repair time commitment will not take effect until five business days after the audit has been completed. Until such time, service for the covered hardware will be delivered at a 4-hour on-site response time service level. In addition, HPE reserves the right to downgrade service to an on-site response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified time frame, unless the delay is caused by HPE.

HPE reserves the right to modify the call-to-repair time commitment as it applies to specific product configuration, location, and environment. This is established at the time of the support agreement order and is subject to resource availability. A hardware call-to-repair time commitment does not apply to software products or when Customers choose to have HPE prolonged diagnosis rather than run recommended recovery procedures. The hardware call-to-repair time commitments and on-site response times do not apply to the repair or replacement of defective or depleted consumables. Consumables may be covered by a separate warranty. The hardware call-to-repair time commitment is subject to Customers providing immediate and unrestricted access to the system as requested by HPE. The following activities or situations may suspend the hardware call-to-repair time calculation (if applicable) until they are completed or resolved:

- Any Customer or third-party action or inaction impacting the repair process
- Delayed or denied requests for system access, including physical, remote troubleshooting, and hardware diagnostic assessments, are delayed or denied
- Any automated or manual recovery processes triggered by a hardware malfunction, such as disk mechanism rebuild, sparing procedures, or data integrity protection measures
- Any other activities not specific to the hardware repair but which are required to verify that the hardware malfunction has been corrected, such as rebooting the operating system

## Customer responsibilities

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

- The Customer must register for an HPE InfoSight account and associate all HPE Storage 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 service 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, solid-state drives (SSDs), and cards. Any unsupported, third-party, or unofficial market components found with the HPE Storage product will void the supportability and any obligations for support. Support may resume when the HPE product is returned to its covered configuration. Supportability can be reestablished if the configuration is restored. Options include restoring components originally in the array/shelf or purchasing new, supported 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 Services Storage 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 storage support services are available for HPE Storage devices, which have not reached their end of support date.

If, in HPE's reasonable judgment, the original acquisition of an HPE Storage 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 Storage support contracts and associated entitlements may not be transferred. If an entitled HPE Storage product is transferred or sold to another party, the receiving party must contact HPE to purchase the 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.



## Service eligibility

The HPE Storage product must be a supported HPE hardware configuration running the HPE Storage software and covered by an active HPE Tech Care Service agreement.

The service requires that all hardware, hardware options, and software are covered by the service. HPE Tech Care Service (including HPE Tech Care Service for HPE Storage) 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 Tech Care Service level.

If an array or shelf does not have valid entitlement through a current HPE Storage 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 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 the end of support will not be supported, even if the array is supportable.
- If an array or shelf has reached the 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 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 Storage support team monitors the wear of the component when sufficient data is provided by the Customer and replaces 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 Storage support SLAs. Such replacement parts are shipped from the HPE Storage manufacturing facilities on a commercially reasonable effort basis.
- HPE will be excused from the 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.
- For hardware call-to-repair agreements, repair time begins when the customer contacts HPE through phone and HPE acknowledges the call-to-repair need has been identified. The time ends when HPE has determined that the hardware has been returned to the functionality or HPE determines that no hardware intervention is required.

## Ordering information

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

To obtain further information or order HPE Storage support services, contact a local HPE sales representative or an authorized reseller and reference the following product numbers.

HU4A3A3	HPE 3Y Tech Care Critical Service
HU4A3A4	HPE 4Y Tech Care Critical Service
HU4A3A5	HPE 5Y Tech Care Critical Service
HU4A4A3	HPE 3Y Tech Care Critical with Defective Media Retention Service



HU4A4A4	HPE 4Y Tech Care Critical with Defective Media Retention Service
HU4A4A5	HPE 5Y Tech Care Critical with Defective Media Retention Service
HU4A5A3	HPE 3Y Tech Care Critical with Comprehensive Defective Material Retention Service
HU4A5A4	HPE 4Y Tech Care Critical with Comprehensive Defective Material Retention Service
HU4A5A5	HPE 5Y Tech Care Critical with Comprehensive Defective Material Retention Service
HU4A6A3	HPE 3Y Tech Care Essential Service
HU4A6A4	HPE 4Y Tech Care Essential Service
HU4A6A5	HPE 5Y Tech Care Essential Service
HU4A7A3	HPE 3Y Tech Care Essential with Defective Media Retention Service
HU4A7A4	HPE 4Y Tech Care Essential with Defective Media Retention Service
HU4A7A5	HPE 5Y Tech Care Essential with Defective Media Retention Service
HU4A8A3	HPE 3Y Tech Care Essential with Comprehensive Defective Material Retention Service
HU4A8A4	HPE 4Y Tech Care Essential with Comprehensive Defective Material Retention Service
HU4A8A5	HPE 5Y Tech Care Essential with Comprehensive Defective Material Retention Service
HU4A9A3	HPE 3Y Tech Care Essential Exchange Service
HU4A9A4	HPE 4Y Tech Care Essential Exchange Service
HU4A9A5	HPE 5Y Tech Care Essential Exchange Service
HU4B0A3	HPE 3Y Tech Care Essential Exchange with Defective Media Retention Service
HU4B0A4	HPE 4Y Tech Care Essential Exchange with Defective Media Retention Service
HU4B0A5	HPE 5Y Tech Care Essential Exchange with Defective Media Retention Services
HU4B1A3	HPE 3Y Tech Care Essential Exchange with Comprehensive Defective Material Retention Service
HU4B1A4	HPE 4Y Tech Care Essential Exchange with Comprehensive Defective Material Retention Service
HU4B1A5	HPE 5Y Tech Care Essential Exchange with Comprehensive Defective Material Retention Service
HU4B2A3	HPE 3Y Tech Care Basic Service
HU4B2A4	HPE 4Y Tech Care Basic Service
HU4B2A5	HPE 5Y Tech Care Basic Service
HU4B3A3	HPE 3Y Tech Care Basic with Defective Media Retention Service
HU4B3A4	HPE 4Y Tech Care Basic with Defective Media Retention Service
HU4B3A5	HPE 5Y Tech Care Basic with Defective Media Retention Service
HU4B4A3	HPE 3Y Tech Care Basic with Comprehensive Defective Material Retention Service
HU4B4A4	HPE 4Y Tech Care Basic with Comprehensive Defective Material Retention Service
HU4B4A5	HPE 5Y Tech Care Basic with Comprehensive Defective Material Retention Service
HU4B5A3	HPE 3Y Tech Care Basic Exchange Service
HU4B5A4	HPE 4Y Tech Care Basic Exchange Service
HU4B5A5	HPE 5Y Tech Care Basic Exchange Service
HU4B6A3	HPE 3Y Tech Care Basic Exchange with Defective Media Retention Service
HU4B6A4	HPE 4Y Tech Care Basic Exchange with Defective Media Retention Service
HU4B6A5	HPE 5Y Tech Care Basic Exchange with Defective Media Retention Service





## Data sheet

HU4B7A3	HPE 3Y Tech Care Basic Exchange with Comprehensive Defective Material Retention Service
HU4B7A4	HPE 4Y Tech Care Basic Exchange with Comprehensive Defective Material Retention Service
HU4B7A5	HPE 5Y Tech Care Basic Exchange with Comprehensive Defective Material Retention Services

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.

## Learn more at

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

