HPE Service Credits

Lifecycle Services

Service overview

HPE Service Credits gives the Customer the flexibility to choose from a variety of specialized service activities. These include assessments, performance analysis, firmware management, professional services, and operational best practices to supplement the services provided under the active warranty or support services coverage with Hewlett Packard Enterprise. The service activities are designed to span a broad spectrum of IT technology domains including traditional in-house IT, Big Data, converged infrastructures, and hybrid cloud infrastructures. The credit approach allows the Customer to select the specific services they need, when they need them, to help them maximize their IT performance and achieve their business goals.

Service benefits

HPE Service Credits are designed to:

- Provide flexible prepaid access to a range of predefined and custom-scope technical services to help the Customer better meet IT operational, performance, capacity, and project objectives
- Engage specialist HPE technical expertise to help complement the in-house IT team, providing infrequently required skills or extra resources to handle peak demands
- Help achieve improved uptime, performance, and business benefits from the existing IT investments
- Help simplify and strengthen IT operational procedures using HPE best practices
- HPE Service Credits are sold in 10- or 30-credit packs with terms of 1, 3, 4, and 5 years
- Provide an HPE Remote Credit Advisor (RCA) who will be available to advise the Customer and assist with service selection; the HPE RCA will be available during HPE's local business days and hours, excluding HPE holidays

Service feature highlights

- HPE RCA
- HPE Service Credits
- Access to HPE Support Center (HPESC) to review available services
- HPE Service Credits—10 credits service
- HPE Service Credits—30 credits service

Table 1. Service features

Feature	Delivery specifications
HPE RCA	The Customer will initiate a call to the HPE call center to contact an HPE RCA. The HPE RCA will endeavor to call the Customer within two (2) hours from receipt of the Customer request during HPE standard local business days and hours, excluding HPE holidays. HPE RCA will discuss the Customer's service requirements and help recommend and schedule services from the HPE Service Credits menu based on the Customer's needs. If a return call within two hours is inconvenient, the Customer may request a preferred call-back time during HPE standard local business days and hours, excluding HPE holidays.
HPE Service Credits	As described here, HPE Service Credits are redeemable by the Customer in exchange for service activities that are described in the HPE Service Credits menu. It may also include custom-priced and custom-scope activities subject to HPE agreement and a mutually implemented statement of work (SOW).
HPESC	HPESC portal access will be made available to the Customer to enable online self-management of HPE Service Credits and service selections. The Customer will be fully responsible for its authorized use of the portal when redeeming and scheduling services and will be fully responsible for ensuring that only authorized individuals redeem HPE Service Credits and schedule services.

Table 2. HPE Credit Selections

This service provides a welcome call and access to an HPE RCA to assist with credit redemption as necessary. Credits are available for purchase in the following 10 or 30 credit blocks and durations as noted in the following tables:

	Duration	Credit block	Total credits
HPE Service Credits—10 credits service	1 year	10 x 1 year	10
	3 years	10 x 3 years	30
	4 years	10 x 4 years	40
	5 years	10 x 5 years	50
HPE Service Credits—30 credits service	1 year	30 x 1 year	30
	3 years	30 x 3 years	90
	4 years	30 x 4 years	120
	5 years	30 x 5 years	150

The total credits are available for use at any time during the applicable purchased duration period. HPE will provide the Customer with information regarding the start and end dates of the purchased duration period for redeeming the associated HPE Service Credits.

The Customer may purchase multiple 10- and 30-credit HPE Service Credit services to accumulate the number of credits required to meet their expected needs. Additional purchases can be made at any time to add further credits to meet operational needs, and, if unused, will expire on the application duration period. Here are further restrictions and limitations regarding the purchase of HPE Service Credits.

Customer responsibilities

In addition to any other Customer responsibilities as set forth in the applicable service data sheet or SOW, the Customer must:

- At the time of purchase, provide name, email address, and telephone contact information for the primary Customer contact who will be using the service
- If required, register this service within 10 days of purchase for proper entitlement (for HPE fixed support services only); HPE will notify the Customer using the Customer-provided email address if registration is required
- When engaging an HPE RCA, provide the necessary contact information to help enable callback

– Provide to HPE, on request, all original software licenses, license agreements, license keys, and subscription service registration information
– Grant HPE timely, unrestricted access to the Customer's systems and facilities as required for delivery of the service
– Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the HPE service specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HPE in facilitating the delivery of this service
– Provide a suitable work area for delivery of on-site service, including access to an outside telephone line, power, and any network connections required
– Ensure that all prerequisites for all Customer-selected activities have been met and that any other Customer responsibilities and/or requirements required for completion of the selected service have been fulfilled
– Provide remote access and all necessary information to enable efficient completion of analytical activities
– Be responsible for all backup and restore operations

Service limitations

Services not eligible for provision via HPE Service Credits redemption include, but are not limited to, the following:

– Hardware and software maintenance services
– 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
– Services on hardware not covered by an HPE maintenance agreement
– Services that, in the opinion of HPE, are required due to unauthorized attempts by third-party personnel to install, repair, maintain, or modify hardware, firmware, or software
– HPE Installation and Startup Services; however, HPE Service Credits may be added to these services to be redeemed for the performance of additional services not provided with HPE Installation and Startup Services

General provisions / other exclusions

– Service delivery is available during local HPE standard business days and hours, excluding HPE holidays.
– The Customer may request service delivery outside of HPE standard business days and hours. If such delivery is available, an out-of-hours premium will apply to the rates shown in the HPE Service Credits menu, subject to HPE approval.
– HPE will provide the service either remotely or on-site, at the discretion of HPE.
– To the extent HPE process personal data on the Customer's behalf in the course of providing services, the HPE Data Privacy and Security Agreement Schedule—HPE Support and Professional Services found at hpe.com/info/customer-privacy.html shall apply.
– An HPE RCA is available to help Customer redeem credits and assist with service selection. However, on-site credit usage consultation is not provided as part of this service but is available as a separate chargeable service using a local account support manager if required.
– Certain service activities use diagnostic tools that utilize secure data transport to HPE to analyze and generate reports. If the service selected requires remote data collection, the Customer will allow HPE remote access.
– HPE reserves the right to charge, on a time-and-materials basis, consume additional credits as needed to address service prerequisites or service issues not covered by the selected service, or address other requirements not met by the Customer at the time of delivery.

Additional HPE Service Credit terms and conditions

- Customer must have an active warranty or support agreement in place with HPE during the duration period of their purchased HPE Service Credits in order to be eligible to redeem them.
- HPE Service Credits must be redeemed in the country of purchase.
- HPE Service Credits are nontransferable.
- HPE Service Credits can be redeemed only for the eligible services specified in the HPE Service Credits menu, which is located on the HPESC portal, or for certain custom services as approved by HPE. We reserve the right to amend the HPE Service Credits menu from time to time without notice.
- All services purchased using HPE Service Credits must be delivered prior to the expiration of the credits being redeemed. Upon expiration of the applicable duration period, any remaining unused HPE Service Credits are forfeited. Credits cannot be carried forward or redeemed in any other manner.
- Any services purchased using HPE Service Credits will be governed by the current HPE standard sales terms, which may include a supplemental data sheet, or, if applicable, the Customer's purchase agreement with HPE.
- Travel charges may apply, as determined by HPE, to any services purchased using HPE Service Credits.
- Upon any termination of the Customer's warranty or support services agreement with HPE, we will refund to the Customer a pro rata amount for any unused HPE Service Credits where the duration period has not expired at the time of such termination.

Ordering information

To obtain further information or order this service, contact a local HPE sales representative or HPE reseller. See the following flexible HPE support services (in the following service part numbers, x represents the service duration in years; options are 1, 3, 4, or 5 years):

- H0JD4Ax: HPE Service Credit Service 10 Credits SVC
- H0JD5Ax: HPE Service Credit Service 30 Credits SVC

For the complete list of fixed support services, contact the local HPE sales representative or HPE reseller.

Learn more at

HPE.com/services/lifecycleservices

Visit HPE.com

Chat now

© Copyright 2026 Hewlett Packard Enterprise Development LP. The information contained herein is subject to change without notice. The only warranties 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.

4AA6-4611ENW, Rev. 3

HEWLETT PACKARD ENTERPRISE

hpe.com