

# **HPE MATURE HARDWARE ONSITE SUPPORT SERVICE**

## **HPE Contractual Support Services**

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HPE Mature Hardware Onsite Support Service provides mature product diagnosis and mature on-site hardware support for selected products that have reached HPE's end of supportability status. The service benefits are being offered for a limited time only. Mature hardware support is offered only on products with existing hardware support coverage with Hewlett Packard Enterprise. Problem identification and troubleshooting may take longer, and to some extent, HPE may not be able to fully resolve all problems or fully restore the product to full operating condition. HPE makes no representations as to the effectiveness of this support. HPE reserves the right to terminate support without notice if continued support is not reasonably feasible.

You have the flexibility to choose from the limited response times and coverage window options to address your specific support needs.

### **SERVICE FEATURE HIGHLIGHTS**

- Mature product diagnosis
- Mature on-site hardware support
- Mature replacement parts and materials
- Firmware updates for selected products
- Choice of the coverage window
- Choice of on-site response time for hardware support
- Work to completion
- Access to electronic support information and services
- HPE electronic remote support solution (for eligible products only)
- Defective media retention (optional for eligible products only)

**TABLE 1.** Service features

Feature	Delivery specifications
<b>Mature product diagnosis</b>	<p>Once the Customer has placed and HPE has acknowledged the receipt of a call as described in the <a href="#">General provisions/Other exclusions</a> 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. Before any on-site assistance, HPE may initiate and perform remote diagnosis using an electronic remote support solution to access covered products, or HPE may use other means available to facilitate remote incident resolution.</p> <p>No new firmware or fixes will be provided. If HPE determines that the problem cannot be resolved with existing firmware or fixes, the call will be terminated and closed without resolution.</p> <p>Remote support will remain in effect until resources are no longer available.</p> <p>Regardless of the Customer's coverage window, incidents with covered hardware can be reported to HPE via telephone or web portal, as locally available, or as an automated equipment reporting event through the HPE electronic remote support solution 24 hours a day, 7 days a week. HPE retains the right to determine the final resolution of all reported incidents.</p>
<b>Mature on-site hardware support</b>	<p>For hardware incidents that cannot, in HPE's judgment, be resolved remotely, an HPE authorized representative will provide on-site technical support on covered hardware products to return them to operating condition, assuming appropriate materials are available. Problem identification and troubleshooting may take longer, and to some extent, HPE may not be able to fully resolve all problems or fully restore the product to full operating condition. HPE does not commit that parts will be available during the initial on-site response.</p> <p>Fix on failure: In addition, HPE may install existing engineering improvements for covered hardware products to help the Customer ensure proper operation of the hardware products and maintain compatibility with HPE supplied hardware replacement parts.</p> <p>Install available firmware updates defined by HPE as non-customer installable for covered hardware products, that, in the opinion of HPE, are required to return the covered product to operating condition or to maintain supportability by HPE.</p>
<b>Mature replacement parts and materials</b>	<p>HPE will make a reasonable effort to provide HPE supported parts and materials necessary to maintain the covered hardware product in operating condition until available parts inventory is exhausted. Replacement parts are functionally equivalent to the part being replaced. Replaced parts become the property of HPE.</p> <p>Supplies and consumable parts are not supported and will not be provided as part of this service. The repair or replacement of any supplies or consumables is the responsibility of the Customer.</p>
<b>Firmware updates for selected products</b>	<p>As HPE releases entitled firmware updates to HPE hardware products, these updates are only made available to Customers with an active agreement that entitles them to access these updates.</p> <p>As part of this service, Customers 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. We may take additional reasonable steps, including audits, to verify the Customer's adherence to the terms of their agreements with HPE, including this data sheet.</p> <p>For Customers with licenses to firmware-based software products (features implemented in firmware activated by the purchase of a separate software license product), the Customer must also have, if available, active HPE Foundation Care support coverage or an active HPE Software Support agreement on the firmware-based software products to receive, download, install, and use related firmware updates. HPE will provide, install, or assist the Customer with the installation of firmware updates as previously described in this document only if the Customer has the license to use the related software updates for each system, socket, processor, processor core, or end-user software license as allowed by the original HPE or original manufacturer software license terms.</p>
<b>Coverage window</b>	<p>The coverage window specifies the time during which the described services are delivered on-site or remotely. Service requests received outside this coverage window will be logged at the time the call is placed to HPE but will not be acknowledged as described in the <a href="#">General provisions/Other exclusions</a> section until the next day for which the Customer has a service coverage window.</p> <p>Coverage window options available for eligible products are specified in the <a href="#">Service-level options</a> table.</p> <p>All coverage windows are subject to local availability. Contact a local HPE sales office for detailed information on service availability.</p>



**TABLE 1.** Service features (continued)

Feature	Delivery specifications
<b>On-site response time for hardware support</b>	<p>For incidents with covered hardware that cannot be resolved remotely, HPE uses commercially reasonable efforts to respond on-site within the specified on-site response time.</p> <p>On-site response time specifies the time period that begins when the initial call has been received and acknowledged by HPE, as described in the <a href="#">General provisions/Other exclusions</a> section. The on-site response time ends when the HPE authorized representative arrives at the Customer's site, or when the reported event is closed with an explanation that HPE has determined it does not currently require an on-site intervention.</p> <p>Response times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window. Response time options available for eligible products are specified in the <a href="#">Service-level options</a> table. All response times are subject to local availability. Contact a local HPE sales office for detailed information on service availability.</p>
<b>Work to completion</b>	<p>Once an HPE authorized representative arrives at the Customer's site, the representative will continue to deliver the service, either on-site or remotely, at the discretion of HPE, until the products are operational or if reasonable progress is being made. Work may be temporarily suspended if additional parts or resources are required. If parts are no longer available, HPE will discontinue service.</p>
<b>Access to electronic support information and services</b>	<p>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:</p> <ul style="list-style-type: none"> <li>• Certain capabilities made available to registered users with linked entitlements, such as subscribing to hardware-related proactive service notifications and participating in support forums for solving problems and sharing best practices with other registered users</li> <li>• Expanded web-based searches of technical support documents to facilitate faster problem solving</li> <li>• Certain HPE proprietary service diagnostic tools with password access</li> <li>• 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</li> <li>• HPE and third-party hosted knowledge databases for certain third-party products, where Customers can search for and retrieve product information, find answers to support questions, and participate in support forums; this service may be limited by third-party access restrictions</li> </ul>
<b>HPE electronic remote support solution</b>	<p>For eligible products, the HPE electronic remote support solution provides robust troubleshooting and repair capabilities. It can include remote system access solutions and may offer a convenient central point of administration and an enterprise view of open incidents and history. An HPE support specialist will only use the remote system access with the Customer's authorization. The remote system access may enable the support specialist to provide more efficient troubleshooting and faster problem resolution.</p>

**TABLE 2.** Optional service features

Feature	Delivery specifications
<b>Defective media retention</b>	<p>For eligible products, the defective media retention (DMR) service feature option allows the Customer to retain defective hard disk or eligible SSD/flash drive components that the Customer does not want to relinquish due to sensitive data within the disk covered under this service. All disks or eligible SSD/flash drives on a covered system must participate in the DMR.</p>



**TABLE 3.** Service-level options

Option	Delivery specifications
<b>Coverage window options</b>	The service is available during the specified coverage hours and days
<b>Standard business hours, standard business days (9x5)</b>	9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HPE holidays
<b>13 hours, standard business days (13x5)</b>	13 hours per day between 8:00 a.m. and 9:00 p.m. local time, Monday through Friday excluding HPE holidays
<b>24 hours, standard business days</b>	24 hours per day, Monday through Friday excluding HPE holidays
<b>Coverage extensions for additional days</b>	<p>The coverage window is extended by applying the selected coverage hours to additional days of the week, including the following:</p> <ul style="list-style-type: none"> <li>• Saturdays, excluding HPE holidays</li> <li>• Sundays (requires Saturday and holiday coverage)</li> <li>• HPE holidays, should these fall on a weekday that would otherwise be included in the selected coverage window</li> </ul>
<b>On-site response-time options</b>	An HPE authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within the specified time after the call has been received and acknowledged by HPE
<b>4-hour on-site response</b>	On-site response within four hours
<b>Next-day on-site response</b>	On-site response within the next coverage day

**Note:** Not all service-level options are available on all products. The service-level options the Customer has chosen will be specified in the contract documentation.

## SERVICE LIMITATIONS

Hewlett Packard Enterprise reserves the right to terminate support without notice if continued support is not reasonably feasible.

At the discretion of HPE, service will be provided using a combination of remote diagnosis and support, services delivered on-site, and other service delivery methods. Other service delivery methods may include the delivery via a courier of customer-replaceable parts such as certain hard disk drives and other parts classified by HPE as customer self-repair (CSR) parts, or an entire replacement product. HPE will determine the appropriate delivery method required to provide effective and timely Customer support and meet the call-to-repair time commitment, if applicable.

If the Customer agrees to the recommended CSR and a CSR part is provided to return the system to operating condition, the on-site service level shall not apply. In such cases, it is HPE's practice to express ship the CSR parts to the Customer location that are critical to the product's operation. For more information about CSR, visit [hpe.com](https://hpe.com) and search for the HPE product user and maintenance guide for the product.

On-site response times will be delayed if the remote diagnosis has identified a specific part required for the repair of the product and that part is currently on order and/or not available.

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.

Problem identification and troubleshooting may take longer, and to some extent, HPE may not be able to fully resolve all problems or fully restore the product to full operating condition. HPE makes no representations as to the effectiveness of this support. HPE reserves the right to terminate support without notice if continued support is not reasonably feasible.

Due to limited resources, escalation management will not be available. Lack of escalation management is not grounds to terminate support services.



The following activities are excluded from this service:

- Backup, recovery, and support of the operating system, other software, and data
- Operational testing of applications, or additional tests requested or required by the Customer
- Troubleshooting for interconnectivity or compatibility problems
- Support for network-related problems
- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HPE
- Services required due to failure of the Customer to take avoidance action previously advised by HPE
- 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
- Services that, in the opinion of HPE, are required due to improper treatment or use of the products or equipment

#### **Limitations to the DMR service feature option**

The DMR service feature option applies only to eligible hard disk or eligible SSD/flash drive components replaced by HPE due to malfunction. They do not apply to any exchange of hard disk or eligible SSD/flash drive components that have not failed.

Disk or eligible SSD/flash drives that are specified by HPE as consumable parts and/or have reached the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, the product QuickSpecs, or the technical data sheet are not covered by this service.

The DMR service coverage for options designated by HPE as requiring separate coverage, if available, must be configured and purchased separately. The DMR service feature option does not permit the Customer to retain any disk drive that HPE provides as a loan or rental product.

The Customer will be solely responsible for removing all sensitive data before returning any such loaned or rented disk drive to HPE.

Failure rates on hard drives are constantly monitored, and HPE reserves the right to cancel this service with 30 days' notice if we reasonably believe that the Customer is overusing the DMR service feature option (such as when the replacement of defective data-retentive components materially exceeds the standard failure rates for the system involved).

## **TRAVEL ZONES**

All hardware on-site 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.

Travel charges will also apply for any site that requires overnight lodging, non-automobile mode of transportation (such as an airplane), or extraordinary travel circumstances.

Travel zones and charges may vary in some geographic locations. Response times to sites located more than 100 miles (160 km) from an HPE designated support hub will have modified response times for extended travel, as shown in Table 4.



**TABLE 4.** Travel zone from HPE support hub

Distance from HPE designated support hub	4-hour on-site response time	Next-day on-site response time
0–25 miles (0–40 km)	4 hours	Next coverage day
25–50 miles (40–80 km)	4 hours	Next coverage day
50–100 miles (80–160 km)	4 hours	Next coverage day
100–200 miles (160–320 km)	8 hours	1 additional coverage day
200–300 miles (320–480 km)	Established at time of order and subject to resource availability	2 additional coverage days
Beyond 300 miles (480 km)	Established at time of order and subject to resource availability	Established at time of order and subject to resource availability

**TABLE 5A.** Travel zone from HPE office—Next-day response

Distance from primary HPE support responsible office	Next-day response time service level
0–100 miles (0–160 km)	Next coverage day
101–200 miles (161–320 km)	1 additional coverage day
201–300 miles (321–480 km)	2 additional coverage days
Beyond 300 miles (480 km)	Established at time of order and subject to resource availability

**TABLE 5B.** Travel zone from HPE office—4-hour response

Distance from primary HPE support responsible office	4-hour response time service level
0–100 miles (0–160 km)	4 hours
101–200 miles (161–320 km)	8 hours
Beyond 200 miles (320 km)	Established at time of order and subject to resource availability

## PREREQUISITES

The Customer must have rightfully acquired the license for any underlying firmware that will be covered under these services.

For hardware on-site response time options, HPE strongly recommends that the Customer install and operate the appropriate HPE remote support solution, with a secure connection to HPE, for delivery of the service. For hardware call-to-repair time commitments, HPE requires that the Customer install and operate the appropriate HPE remote support solution, with a secure connection to HPE, for service delivery.

Contact a local HPE representative for further details on requirements, specifications, and exclusions. If the Customer does 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 non-customer-installable firmware if the Customer does not deploy the appropriate HPE remote support solution in cases where recommended and available. Installation of customer-installable firmware is the responsibility of the Customer. Additional charges will apply if the Customer requests that HPE install customer-installable firmware and software updates. Any additional charges to the Customer will be on a time and materials basis, unless otherwise previously agreed to in writing by HPE and the Customer.



## CUSTOMER RESPONSIBILITIES

If the Customer does not act upon the specified Customer responsibilities, at HPE's discretion, the company or the HPE authorized service provider will 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 material rates.

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

- Provide all information necessary for HPE to deliver timely and professional remote support and to enable us to determine the level of support eligibility
- Start self-tests and install and run other diagnostic tools and programs
- Install customer-installable firmware updates and patches
- Perform other reasonable activities to help HPE identify or resolve problems, as requested by HPE

The Customer is responsible for promptly installing, critical customer-installable firmware updates, as well as CSR parts and replacement products delivered to the Customer.

The Customer agrees to pay additional charges if the Customer requests that HPE install customer-installable firmware updates or patches. Any additional charges to the Customer will be on a time and materials basis, unless otherwise previously agreed to in writing by HPE and the Customer.

In cases where CSR parts or replacement products are shipped to resolve a problem, the Customer is responsible for returning the defective part or product within a time period specified by HPE. If HPE does not receive the defective part or product within the assigned time period or if the part or product is degaussed or otherwise physically damaged upon receipt, the Customer will be required to pay the HPE list price for the defective part or product, as determined by HPE.

The Customer is responsible for registering to use HPE's electronic facility to gain access to restricted product information and to receive proactive notification or other services available to the Customer.

The Customer is responsible for the security of their 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 [hpe.com/mediahandling](https://hpe.com/mediahandling).

If the Customer chooses to retain repair parts covered under the DMR service feature option, it is the Customer's responsibility to:

- Retain covered data-retentive components that are replaced during support 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 HPE with identification information such as the serial number for each component retained hereunder, and, upon HPE's 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 HPE 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.



## COVERAGE

- Coverage windows must be contiguous and must include standard business hours and standard business days. If coverage is extended to include additional coverage hours or days, the same coverage hours must be selected for all covered days.
- HPE Mature Hardware Onsite Support Service is available as a fully configurable service (certain configuration rules apply).
- Specific provisions related to HPE compute products:
  - Consumable items including, but not limited to, removable media, maintenance kits and other supplies, as well as user maintenance and third-party devices, are not covered by this service.
  - 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 and storage systems, services include coverage for the HPE branded hardware options qualified for the server, purchased at the same time or afterward, internal to the enclosure, as well as 22" and smaller external monitors and tower UPS options of up to 3 kVA. These items will be covered at the same service level and for the same coverage period as the server. Coverage of UPS battery is not included. Standard warranty terms and conditions apply. For servers or storage systems installed within a rack, service also covers all HPE qualified rack options installed within the same rack.
  - For HPE ProLiant BL server blades, the service covers the server blade and the blade enclosure that the server blade is installed in, as well as interconnects, power enclosure with power supplies, and power distribution.

## GENERAL PROVISIONS/OTHER EXCLUSIONS

### Additional terms

HPE will acknowledge a call by logging a case, communicating the case ID to the Customer, and confirming the Customer's incident severity and time requirements for commencement of remedial action.

**Note:** For events received via the HPE electronic remote support solution, HPE is required to contact the Customer, determine the incident severity with the Customer, and arrange access to the system before the hardware call-to-repair time or hardware on-site response time period can start.

Except as expressly stated in this document, this service shall be governed by the terms and conditions of the HPE Single Order Terms for Support or the HPE Support Service Agreement, or applicable HPE Customer Agreement, or Customer's purchase agreement with HPE ("HPE Support Agreement"). In the event of inconsistencies between the HPE Support Agreement and this document, the terms of this document shall be controlling.

HPE reserves the right to amend or cancel this service offering at any time without notice. This constitutes the entire understanding between HPE and Customer concerning the service herein and supersedes any previous communications, representations, or agreements between the parties, whether written or verbal with respect to matters expressly within its scope.

Problem identification and troubleshooting may take longer and to some extent, HPE may not be able to determine a solution. Should HPE determine that no existing resolution for the problem exists, HPE will discontinue work on the problem. HPE makes no representations as to the effectiveness of this support.

HPE's ability to repair the hardware is subject to the availability of replacement parts at the time of service request. If replacement parts are unavailable and repair or resolution to the problem could not be accomplished, this service shall be terminated with immediate effect. Advance notice may not be given.

No refunds or credits will be granted before the date of termination.





## 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 Mature Hardware Onsite Support Service, contact a local HPE sales representative and reference the following product number:

- HE808AC for configurable HPE Mature Hardware Onsite Support.

## FOR MORE INFORMATION

For more information on HPE support services, contact any of our worldwide sales offices or visit the following website:  
[hpe.com/services/support](https://hpe.com/services/support)

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