

HPE Foundation Care Call-To-Repair Service with Comprehensive Defective Material Retention Post Warranty

Extended service agreement - parts and labour - 1 year - on-site - 24x7 - repair time: 6 hours

Group	Storage Service & Support
Manufacturer	HPE
Manufacturer item no.	U4RD9PE



Description

HPE Foundation Care Call-to-Repair Service offers 24x7 service, including on Hewlett Packard Enterprise holidays, with a six-hour call-to-repair time, where the commitment is to have the hardware operational within six hours after your call is opened. Software support is 24x7 with a 2-hour response time.

Main features

Product Description	HPE Foundation Care Call-To-Repair Service with Comprehensive Defective Material Retention Post Warranty - extended service agreement - 1 year - on-site
Type	Extended service agreement
Service Included	Parts and labour
Location	On-site
Full Contract Period	1 year
Repair Time	6 hours
Service Availability	24 hours a day / 7 days a week

Extended details

	General
Service Included	Parts and labour
Location	On-site
Full Contract Period	1 year
Repair Time	6 hours
Service Availability	24 hours a day / 7 days a week
	Details
Service & Support	Extended service agreement - parts and labour - 1 year - on-site - repair time: 6 hours (distance from customer site - 80 km) - availability: 24 hours a day / Monday-Sunday Extended service agreement - parts and labour - 1 year - on-site - repair time: 8 hours (distance from customer site - 160 km) - availability: 24 hours a day / Monday-Sunday Technical support - phone consulting - 1 year - response time: 2 hours - availability: 24 hours a day / Monday-Sunday Technical support - remote diagnosis - 1 year New releases update - 1 year Product info support - web knowledge base access - 1 year Comprehensive defective material retention - 1 year

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