

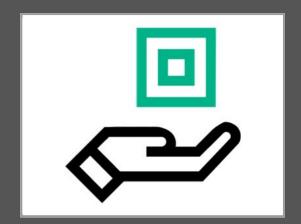
HPE Foundation Care Call-To-Repair Service with Defective Media Retention

Extended service agreement - parts and labour - 3 years - on-site - 24x7 - repair time: 6 hours - factory integrated

Group Storage Service & Support

Manufacturer HPE

Manufacturer item no. U4ZD6E



Description

HPE Foundation Care Service is composed of comprehensive hardware and software services aimed to help increase the availability of your IT infrastructure. Hewlett Packard Enterprise technical resources work with your IT team to help you resolve hardware and software problems with HPE and selected third-party products. For hardware products covered by HPE Foundation Care, the service includes remote diagnosis and support, as well as onsite hardware repair if it is required to resolve an issue.

Main features

Product Description	HPE Foundation Care Call-To-Repair Service with Defective Media Retention - extended service agreement - 3 years - on-site
Туре	Extended service agreement
Service Included	Parts and labour
Location	On-site
Full Contract Period	3 years
Repair Time	6 hours
Service Availability	24 hours a day / 7 days a week
Pricing Type	Factory integrated
Full Contract Period Repair Time Service Availability	3 years 6 hours 24 hours a day / 7 days a week

Extended details

Extended details	
	General
Service Included	Parts and labour
Location	On-site On-site
Full Contract Period	3 years
Repair Time	6 hours
Service Availability	24 hours a day / 7 days a week
Pricing Type	Factory integrated
	Details



Service & Support

Extended service agreement - parts and labour - 3 years - 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 - 3 years - on-site - repair time: 8 hours (distance from customer site - 160 km) - availability: 24 hours a day / Monday-Sunday | Technical support - phone consulting - 3 years - response time: 2 hours - availability: 24 hours a day / Monday-Sunday | Technical support - remote diagnosis - 3 years | New releases update - 3 years | Product info support - web knowledge base access - 3 years | Defective media retention - 3 years

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