

# HPE Proactive Care Call-To-Repair Service with Defective Media 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.	U1FY1PE



## Description

HP Proactive Care Service (Proactive Care) offers an integrated set of reactive and proactive services designed to help you improve the stability and performance of your converged infrastructure. In a complex converged and virtualised environment, many components need to work together effectively. Proactive Care has been specifically designed to support devices in these environments, providing an end-to-end support solution that covers servers, operating systems, hypervisors, storage, storage area networks, and networks.

## Main features

Product Description	HPE Proactive Care Call-To-Repair Service with Defective Media 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

	<b>General</b>
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
	<b>Details</b>

## 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 ; Product info support - web knowledge base access - 1 year ; Technical support - remote diagnosis - 1 year ; Technical support - phone consulting - 1 year - response time: 2 hours - availability: 24 hours a day / Monday-Sunday ; New releases update - 1 year ; Defective media retention - 1 year

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