

# HPE Proactive Care 24x7 Service with Defective Media Retention Post Warranty

Extended service agreement - parts and labour - 1 year - on-site - 24x7 - response time: 4 h

Group	Storage Service & Support
Manufacturer	HPE
Manufacturer item no.	U1HU6PE



## Description

Each HP Proactive Care Service level includes problem prevention and incident management support for hardware and software products. For hardware products, the HP Proactive Care portfolio offers distinct hardware service levels. The HP Proactive Care portfolio also offers the same service levels with the inclusion of hardware defective media retention (DMR). For eligible products, the DMR service feature option allows the customer to retain a defective hard disk or eligible SSD/Flash drive that the customer does not want to relinquish due to sensitive data contained within the disk ('Disk or SSD/Flash Drive') covered under this service. All Disk or eligible SSD/Flash Drives on a covered system must participate in the DMR service option. For software products, HP Proactive Care Service provides software support 24 hours per day, 7 days per week including HP holidays.

## Main features

Product Description	HPE Proactive Care 24x7 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
Response Time	4 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
Response Time	4 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 - response time: 4 hours - availability: 24 hours a day / Monday-Sunday | New releases update - 1 year | 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 | Defective media retention - 1 year

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