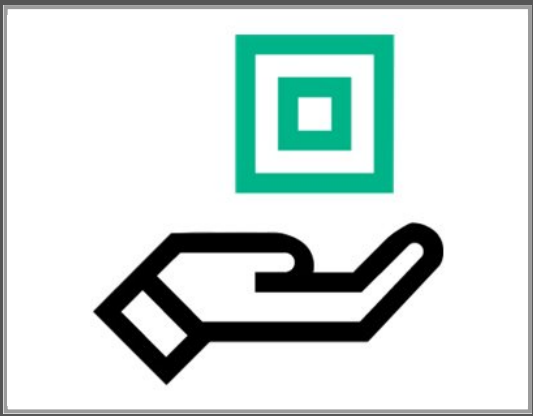


HPE Proactive Care Call-To-Repair Service with Comprehensive Defective Material Retention

Extended service agreement - parts and labour - 5 years - on-site - 24x7 - repair time: 6 hours

Group	Network Service & Support
Manufacturer	HPE
Manufacturer item no.	U5ZK4E



Description

HP Care Pack Support Plus Service provides comprehensive hardware & software services that increases the availability of your IT infrastructure.

Main features

Product Description	HPE Proactive Care Call-To-Repair Service with Comprehensive Defective Material Retention - extended service agreement - 5 years - on-site
Type	Extended service agreement
Service Included	Parts and labour
Location	On-site
Full Contract Period	5 years
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	5 years
Repair Time	6 hours
Service Availability	24 hours a day / 7 days a week
Details	
Service & Support	Extended service agreement - parts and labour - 5 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 - 5 years - on-site - repair time: 8 hours (distance from customer site - 160 km) - availability: 24 hours a day / Monday-Sunday ; Technical support - phone consulting - 5 years - response time: 2 hours - availability: 24 hours a day / Monday-Sunday ; Technical support - remote diagnosis - 5 years ; New releases update - 5 years ; Product info support - web knowledge base access - 5 years ; Comprehensive defective material retention - 5 years

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