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

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

Group	Network Service & Support
Manufacturer	HPE
Manufacturer item no.	U3RE9E

Description

HP Foundation Care is composed of comprehensive hardware and software services aimed to help increase the availability of your IT infrastructure. HP technical resources work with your IT team to help you resolve hardware and software problems with HP and selected products. For hardware products covered by HP 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 Comprehensive Defective Material Retention - extended service agreement - 3 years - on-site
Type	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

Extended details

	General
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
	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 ¦ Comprehensive defective material retention - 3 years

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