



HPE Foundation Care Exchange Service

Support Services

Service benefits

- Provides access to Hewlett Packard Enterprise technical resources for problem resolution
- May contribute to improved system performance and reduced downtime
- Allows your IT resources to stay focused on their core tasks and priorities

Service feature highlights

- Choice of Foundation Care Exchange service-level options
- Escalation management
- Access to electronic support information and services

• Hardware Support

- Remote problem diagnosis and support
- Advance parts exchange
- Prepaid shipping label, materials, and instructions for defective unit return
- Replacement parts and materials
- Problem analysis and resolution

• Software support

- Access to remote technical resources
- License to use software updates
- Software support
- Software features and operational support
- HPE recommended software and documentation updates method
- Firmware updates for selected products

HPE Foundation Care Exchange Service combines popular remote hardware and software services that enable you to increase the availability of your IT infrastructure. Hewlett Packard Enterprise technical resources work with your IT team to help you to resolve hardware and software problems on your HPE products.

Hardware exchange offers a reliable and fast parts exchange service for eligible Hewlett Packard Enterprise products. Specifically targeted at products that can easily be shipped and on which you can easily restore data from backup files, HPE Foundation Care Exchange is a cost-efficient and convenient alternative to onsite support.

Hardware exchange provides a replacement product or part delivered free of freight charges to your location within a specified period of time. Replacement products or parts are new or equivalent to new in performance.

Software support for HPE Networking products provides remote technical support and access to software updates and patches. Customers can access updates to software and reference manuals as soon as they are made available.

In addition, HPE Foundation Care Exchange provides electronic access to related product and support information, enabling any member of your IT staff to locate commercially available essential information.

Table 1. Service features

Feature	Delivery specifications
HPE Foundation Care Exchange service-level options	<p>For Hewlett Packard Enterprise products covered by Foundation Care Exchange, HPE offers two distinct hardware replacement parts exchange service levels:</p> <ul style="list-style-type: none"> • HPE Foundation Care NBD Exchange Service • HPE Foundation Care 4-hour Exchange Service <p>The details of the HPE Foundation Care Exchange hardware replacement parts exchange service levels are outlined in the text that follows. These services are subject to local availability. Contact a local Hewlett Packard Enterprise sales office for detailed information on service availability.</p>
Escalation management	<p>Hewlett Packard Enterprise has established formal escalation procedures to facilitate the resolution of complex incidents. Local Hewlett Packard Enterprise management coordinates incident escalation, enlisting the skills of appropriate HPE resources and/or selected third parties to assist with problem solving.</p>
Access to electronic support information and services	<p>As part of this service, Hewlett Packard Enterprise provides access to commercially available electronic and Web-based tools. The Customer has access to:</p> <ul style="list-style-type: none"> • Certain capabilities that are made available to registered users, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users • Expanded Web-based searches of technical support documents to help facilitate problem-solving • A search of Hewlett Packard Enterprise and third-party hosted knowledge databases for certain third-party products in order to retrieve product information, get answers to support questions, and participate in support forums; this service may be limited by third-party access restrictions.
Hardware support	
Remote problem diagnosis and support	<p>When experiencing a problem, the Customer must first place a call to a designated support telephone number. Hewlett Packard Enterprise will provide basic telephone technical assistance with installation, product configuration, setup, and problem resolution. Prior to any remote or offsite assistance, HPE may ask the Customer to provide relevant information, start diagnostic tools, and perform other supporting activities at the request of HPE. HPE will then work with the Customer remotely to isolate the hardware problem.</p>
Advance parts exchange	<p>Hewlett Packard Enterprise will confirm that the ordered part will be shipped in advance of HPE's receipt of the defective part, within the hardware replacement parts exchange service-level. The Customer must return the defective part within the time specified by HPE in the Customer Responsibilities section of this datasheet. The replaced product becomes the property of HPE. For a part not returned within the specified time period, the Customer will be billed and required to pay for such retained part at full country list price.</p>
Prepaid shipping label, materials and instructions for defective unit return	<p>Hewlett Packard Enterprise will ship the HPE-supported replacement product in a container suitable for returning the defective product to HPE. Instructions and a prepaid shipping label for the return of the failed product will be included in the replacement product's shipping container, and Customer will return the defective product in the shipping container in accordance with HPE's instructions.</p>
Replacement parts and materials	<p>Hewlett Packard Enterprise will provide HPE-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements. Replacement parts become the property of HPE. Customers who wish to retain, degauss, or otherwise physically destroy replaced parts will be billed and required to pay for the replacement units.</p> <p>Supplies and consumable parts are not supported and will not be provided as part of this service; standard warranty terms and conditions apply to supplies and consumable parts.</p>

Table 1. Service features *(continued)*

Feature	Delivery specifications
Problem analysis and resolution	Hewlett Packard Enterprise provides corrective support to resolve identifiable and customer-reproducible software and hardware product problems for covered products. HPE also provides support to help the Customer identify problems that are difficult to reproduce. In addition, HPE provides the Customer with remote assistance in troubleshooting problems and determining configuration parameters for supported configurations.
Software support	
Access to technical resources	The Customer can access Hewlett Packard Enterprise technical resources via telephone, electronic communication, or fax (where locally available) for assistance in resolving software implementation or operations problems.
License to use software updates	The Customer receives the license to use software updates to HPE or HPE-supported third-party software for each system, socket, processor, processor core, or end-user software license covered by this service, as allowed by the original Hewlett Packard Enterprise or original manufacturer software license terms. The license terms shall be as described in the HPE software licensing terms corresponding to the Customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service.
Software support	Once a software problem is logged, a Hewlett Packard Enterprise Solution Center engineer will respond to the call within two hours. HPE provides corrective support to help resolve identifiable and customer-reproducible software product problems. HPE also provides support to help the Customer identify problems that are difficult to reproduce. In addition, HPE provides the Customer with assistance in troubleshooting problems and determining configuration parameters for supported configurations.
Software features and operational support	Hewlett Packard Enterprise provides information, as commercially available, on current product features, known problems and available solutions, and operational advice and assistance.
HPE recommended software and documentation updates method	For HPE or HPE-supported third-party software and documentation updates, the recommended delivery method will be determined by Hewlett Packard Enterprise. The primary delivery method for software updates and documentation updates will be via download from the Software Updates and Licensing portal or third-party hosted website.
Firmware updates for selected products	<p>Access to firmware updates. As Hewlett Packard Enterprise releases firmware updates to HPE networking hardware or jointware products, these updates will only be made available to the Customers who purchase coverage for such products under this service. In addition:</p> <ul style="list-style-type: none"> • Customer has the right to download, install, and use firmware updates for hardware or jointware products covered by this service, subject to all applicable license restrictions in HPE's current standard sales terms. • HPE will verify entitlement to updates by reasonable means (such as an access code or other identifier) and Customer is responsible for using any such access tools in accordance with the terms of this datasheet and other applicable agreements with HPE. • HPE may take additional reasonable steps, including audits, to verify Customer's adherence to terms of its agreements with HPE, including this datasheet. • For Customers with licenses to firmware-based software products (features implemented in firmware activated by the purchase of a separate software license product) the Customer must also have, if available, an active HPE Software Support agreement to receive, download, install and use related firmware updates. HPE will assist the Customer with installation of firmware updates as previously described in this document only if the Customer has a license to use the related software updates for each system, socket, processor, core or end-user software license as allowed by the original HPE or original manufacturer license terms.

Table 2. Service-level options

Not all service-level options are available on all products. The service-level options the Customer has chosen will be specified in the Customer's contract documentation.

Option	Delivery specifications
HPE Foundation Care 4 hr Exchange	Service is available 24 hours per day, Monday through Sunday, including HPE holidays. Replacement hardware for covered products will be delivered within four hours of a call being logged received and acknowledged by HPE. All hardware product replacement delivery times are subject to local availability. Contact a local Hewlett Packard Enterprise sales office for detailed information on service availability.
HPE Foundation Care NBD Exchange	Service is available 24 hours per day, Monday through Sunday, including HPE holidays. For calls received before 2:00 p.m. local time, HPE standard business days, excluding HPE holidays, HPE will ship a replacement product to the Customer's site for delivery on the next business day after the service request has been received and acknowledged by HPE. Service calls received after 2:00 p.m. will be logged the next business day and serviced within the following business day. Delivery time may vary based on geographic location. All hardware replacement product delivery times are subject to local availability. Contact a local Hewlett Packard Enterprise sales office for detailed information on service availability.

Service limitations

Hewlett Packard Enterprise retains the right to determine the final resolution of all service requests.

Activities such as, but not limited to, the following are excluded from this service:

- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by Hewlett Packard Enterprise
- Services that, in the opinion of Hewlett Packard Enterprise, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software
- Operational testing of applications, or additional tests requested or required by the Customer
- Services required due to failure of the Customer to take avoidance action previously advised by Hewlett Packard Enterprise
- Services that, in the opinion of Hewlett Packard Enterprise, are required due to improper treatment or use of the product
- Backup, recovery, support of other software, and data
- Installation of any customer-installable firmware and/or software updates
- Installation of replacement product
- Any services not clearly specified in this document
- Non-HPE devices

Software Support:

Software updates are not available for all software products. When this service feature is not available, it will not be included in this service.

For some products, software updates include only minor improved features. New software versions must be purchased separately.

Travel zones

Travel zones will apply to courier only.

Courier travel zones and charges, if applicable, may vary in some geographic locations.

Response times to sites located more than 100 miles (160 km) from an HPE designated support hub will have modified response times for extended courier travel, as shown in the table below.

Next Business Day Hardware Exchange response times

Distance from primary HPE support office	Next-day response time service level
0–100 miles (0–160 km)	Next coverage day
101–200 miles (161–320 km)	1 additional coverage day
201–300 miles (321–480 km)	2 additional coverage days
More than 300 miles (480 km)	Established at time of order and subject to resource availability

4-HOUR HARDWARE EXCHANGE RESPONSE TIMES

Distance from primary HPE support office	4-hour response time
0–100 miles (0–160 km)	4 hours
101–200 miles (161–320 km)	8 hours
201–300 miles (321–480 km)	Established at time of order and subject to resource availability
More than 300 miles (480 km)	Established at time of order and subject to resource availability

Prerequisites

To be eligible to purchase this service for HPE Networking products, the Customer must be properly licensed to use a currently supported revision of the software at the time the support agreement coverage begins; otherwise, additional charges may be applied to bring the Customer into service eligibility.

If the Customer has licenses to firmware-based software products (features implemented in firmware activated by the purchase of a separate software license product) or licensed firmware, then the Customer must also have, if available, an active Hewlett Packard Enterprise Foundation Care Support agreement for that product to receive, download, install, and use related firmware updates. HPE will provide, install, or assist the Customer with the installation of firmware updates as previously described in this document only if the Customer has the license to use the related software updates for each system, socket, processor, processor core, or end-user software license as allowed by the original HPE software license terms.

Service eligibility

HPE Foundation Care Exchange must be purchased for each HPE Networking product in the Customer's environment that requires this level of support.

To be eligible to purchase this service for HPE Networking products, the Customer must be properly licensed to use a currently supported revision of the software at the time the support agreement coverage begins; otherwise, additional charges may be applied to bring the Customer into service eligibility.

Customer responsibilities

The Customer must retain and provide to Hewlett Packard Enterprise upon request all original software licenses, upgrade license agreements, and license keys.

If the Customer does not act upon the specified Customer responsibilities, at HPE's discretion, HPE or the Hewlett Packard Enterprise authorized service provider will i) not be obligated to deliver the services as described, or ii) perform such service at the Customer's expense at the prevailing time and material rates.

The Customer must provide accurate and complete information in a timely manner as required for Hewlett Packard Enterprise to perform the services. The Customer must also provide accurate and complete shipping information in a timely manner as required by HPE to deliver the replacement product.

Upon Hewlett Packard Enterprise request, the Customer will be required to support HPE's remote problem resolution efforts. The Customer will:

- Start self-tests and install and run other diagnostic tools and programs
- Install customer-installable firmware updates and patches
- Provide all information necessary for Hewlett Packard Enterprise to deliver timely and professional remote support and to enable HPE to determine the level of support eligibility
- Perform other reasonable activities to help Hewlett Packard Enterprise identify or resolve problems, as requested by HPE

The Customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as Customer Self Repair parts and replacement products delivered to the Customer.

The Customer agrees to pay additional charges if the Customer requests that Hewlett Packard Enterprise install customer-installable firmware updates or patches. Any additional charges to the Customer will be on a time and materials basis, unless otherwise previously agreed in writing by HPE and the Customer.

In addition, the Customer will:

- Take responsibility for registering to use the Hewlett Packard Enterprise or third-party vendor's electronic facility in order to access knowledge databases, to obtain product information; HPE will provide registration information to the Customer, as required; additionally, for certain products, the Customer may be required to accept vendor-specific terms for use of the electronic facility
- Retain, and provide to Hewlett Packard Enterprise upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service
- Take responsibility for acting upon software product updates and obsolescence notifications received from the HPE Support Center
- Be responsible for all data backup and restore operations
- Adhere to the licensing terms and conditions as stated by the original software manufacturer or sales agent
- Use all software products in accordance with current Hewlett Packard Enterprise software licensing terms corresponding to the Customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service

If required by Hewlett Packard Enterprise, the Customer or Hewlett Packard Enterprise Authorized Representative must activate the hardware product to be supported within ten (10) days of purchase of this service, using the registration instructions within the support services or the email document provided by HPE, or as otherwise directed by HPE. In the event that a covered product changes location, activation and registration (or a proper adjustment to existing HPE registration) is to occur within ten days of the change.

The Customer is responsible for the security of the Customer's proprietary and confidential information. The Customer is responsible for properly sanitizing or removing data from products that may be replaced and returned to Hewlett Packard Enterprise as part of the repair process to ensure the safeguarding of the Customer's data. For more information on Customer responsibilities, including those outlined in HPE's Media Sanitization Policy and Media Handling Policy for Healthcare Customers, go to hpe.com/mediahandling.

The Customer must ship the defective product or parts to Hewlett Packard Enterprise within five (5) business days of receipt of the replacement product or part and must obtain a prepaid insurance receipt, which should be retained by the Customer as proof of shipment to HPE. If the defective product or part is not received by HPE within 10 business days of the Customer's receipt of the replacement product, the Customer will be charged the replacement product's list price.

Coverage

Consumable items including, but not limited to, removable media, customer-replaceable batteries, maintenance kits, and other supplies, as well as user maintenance, are not covered by this service.

- For replacement parts and components that are discontinued, an upgrade path may be required. Upgrades for discontinued parts or components may in some cases result in additional charges to the Customer. Hewlett Packard Enterprise will work with the Customer to recommend a replacement.

For Hewlett Packard Enterprise networking systems, the service on the main product covers HPE-branded hardware options not designated by HPE as requiring separate coverage that are qualified for the system, are purchased at the same time or afterward, and are internal to the system (e.g., connectivity modules, transceivers, and internal power supplies).

General provisions/Other exclusions

Hewlett Packard Enterprise reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.

- This service provides telephone advice. Further actions by the Customer might be required to resolve a problem

Activities such as, but not limited to, the following are excluded from this service:

- Any services not clearly specified in this document

Ordering information

For products containing individually sold and supported units or options, all individually sold and supported units or options must be on contract and at the same level as the base product if that service level is available on those units or options.

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations.

To obtain further information or to order HPE Foundation Care Exchange Support Service, contact a local Hewlett Packard Enterprise sales representative or Hewlett Packard Enterprise reseller.

For more information

For more information on HPE Foundation Care Exchange Service or other Support Services, contact any of our worldwide sales offices or visit the following website:

hpe.com/services/support



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