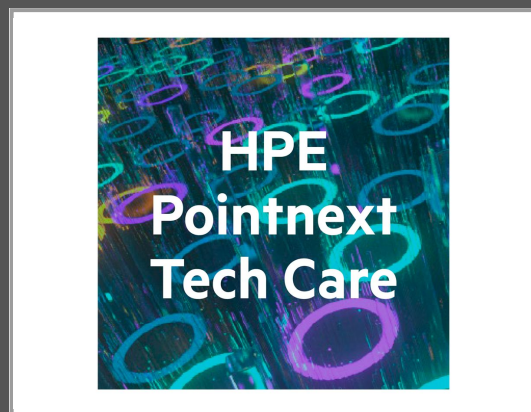


# HPE Pointnext Tech Care Basic Service with Comprehensive Defective Material Retention

Extended service agreement - parts and labour - 4 years - on-site - 9x5 - response time: NBD - for P/N: P21397-B21#B19 - P9N77I - P9N77J - P9N78I - P9N78J - P9N79I - P9N79J - Q9W00A - R0Z51A



Group	Systems Service & Support
Manufacturer	HPE
Manufacturer item no.	H75H3E

## Description

HPE Pointnext Tech Care (HPE Tech Care) is the operational support experience for HPE hardware and software products (HPE products). HPE Tech Care helps IT teams focus on moving the business forward by proactively searching for better ways to do things, as opposed to just focusing on reactive issues. HPE Tech Care goes beyond traditional support by enabling direct access to product-specific specialists and providing general technical guidance to help customers not only reduce risk but also continually search for ways to do things more efficiently. HPE Tech Care customers can get help through multiple channels that include telephone, HPE moderated forums with defined response times, automated incident logging, and a real-time chat facility. The service provides access to expert technical resources with specialized knowledge in the hardware and or software within the context of the specific workload.

HPE Comprehensive Defective Material Retention (CDMR) allows you to keep all data retentive components. Before the actual replacement occurs, you must inform the authorized HPE support agent of your intention to keep the disk drive/data retentive component. You must also copy the information found on the label of the malfunctioning disk drive/component and provide it to Hewlett Packard Enterprise. The malfunctioning part will then be replaced.

## Main features

Product Description	HPE Pointnext Tech Care Basic Service with Comprehensive Defective Material Retention - extended service agreement - 4 years - on-site
Type	Extended service agreement
Service Included	Parts and labour
Location	On-site
Full Contract Period	4 years
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week
Designed For	P/N: 869118-B21#ABJ, 869118-B21#UUF, 869118R-B21, 869119-B21#ABJ, 869119-B21#UUF, 869119R-B21, P21397-B21, P21397-B21#B19, P21397R-B21, P21398-B21, P21398-B21#ABA, P21398R-B21, P26563-B21, P26564-B21, P26565-B21, P26566-B21, P9N77I, P9N77J, P9N78I, P9N78J, P9N79I, P9N79J, Q9W00A, R0Z51A

## Extended details

	<b>General</b>
Service Included	Parts and labour
Location	On-site

Full Contract Period	4 years
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week
<b>Details</b>	
Service & Support	<p>Extended service agreement - parts and labour - 4 Years - on-site - response time: NBD (distance from customer site - 160 km) - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday ; Technical support - phone consulting - 4 Years - response time: 2 h - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday ; Product info support - knowledge base access - 4 Years ; Technical support - remote diagnosis - 4 Years ; Technical support - visual remote guidance - 4 Years ; New releases update - 4 Years ; Extended service agreement - parts and labour - 4 Years - on-site - response time: 2 business days (distance from customer site - 320 km) - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday ; Product info support - web support - 4 Years ; Extended service agreement - parts and labour - 4 Years - on-site - response time: 3 business days (distance from customer site - 480 km) - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday ; Comprehensive defective material retention - 4 Years</p>
<b>Compatibility Information</b>	
Designed For	<p>P/N: 869118-B21, 869118-B21#0D1, 869118-B21#ABA, 869118-B21#ABJ, 869118-B21#B19, 869118-B21#UUF, 869118R-B21, 869119-B21, 869119-B21#0D1, 869119-B21#ABA, 869119-B21#ABJ, 869119-B21#B19, 869119-B21#UUF, 869119R-B21, P21397-B21, P21397-B21#B19, P21397R-B21, P21398-B21, P21398-B21#ABA, P21398R-B21, P26563-B21, P26564-B21, P26565-B21, P26566-B21, P9N77I, P9N77J, P9N78I, P9N78J, P9N79I, P9N79J, Q9W00A, R0Z51A</p>

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