

HPE NIMBLE STORAGE SERVICE

Support Services

Our data storage support services are available for each HPE Nimble Storage product providing hardware and software support that allows you to get the most out of your investment.

SERVICE OVERVIEW

HPE Nimble Storage provides support that helps Customers meet today's IT demands and evolve for tomorrow. We have streamlined our HPE Nimble Storage support portfolio to offer four service levels that are easier to understand, easier to align to business needs, and easier to buy.

Connect easily and securely—Allow visibility into IT assets and support status from anywhere so a Customer can reach a knowledgeable resource when help is needed and have online visibility into useful information and the reassurance that we can send an alert so that issues can be addressed quickly.

Get the help you need, when you need it—Get more than break fix services. HPE Nimble Storage support services are bolstered by a personalized, one-stop support center and HPE InfoSight automation capabilities. These tools are designed to help reduce downtime and provide the help Customers need.

Reduce complexity—Simplify day-to-day system support with 24x7 system monitoring designed to provide fast, accurate diagnostics, automatic case creation, and parts dispatch.

Increase IT reliability and consistency—Enhance efficiency with straightforward, easy-to-use support that helps to enrich the overall IT experience and resolve problems faster. Customers can also gain reliability and consistency across their IT environment, whether their company is an enterprise or a small- to medium-sized business. Customers can keep systems up to date with technical resources, patches, and software updates, available with HPE support. These features are designed to help resolve problems no matter where they occur.

SERVICE BENEFIT

HPE Nimble Storage Support can help you manage your infrastructure with features design to provide

- Support delivered by experienced technical support engineers
- Deep visibility into overall storage health, automated actionable reporting and fast, proactive troubleshooting of issue with HPE InfoSight
- Monitoring that analyzes performance and health system parameters for optimal operations
- 24x7 support for Customers who require around-the-clock support resources, including 4-hours parts delivery and on-site replacement support
- Optional Defective Media Retention (DMR) allows a Customer to keep a hard drive if it is defective and requires replacement while under support. This helps to maintain control of sensitive data and dispose of the defective media in a way that meets business and security standards.

HPE NIMBLE STORAGE SUPPORT SERVICE LEVEL OPTIONS

Hewlett Packard Enterprise offers four distinct service levels for HPE Nimble Storage support:

- HPE Nimble Storage Next Business Day Parts Exchange Support
- HPE Nimble Storage Next Business Day Onsite Parts Replacement Support
- HPE Nimble Storage 4 Hour Parts Exchange Support
- HPE Nimble Storage 4 Hour Onsite Parts Replacement Support

All coverage windows are subject to local availability. Product eligibility may vary. Contact a local HPE sales office for detailed information on service availability and product eligibility.

HPE Nimble Storage Support includes problem prevention and incident management support for hardware and software products. Requests for hardware and software support can be placed to HPE Nimble Storage Support team 24 hours a day, 7 days a week via telephone, email, or through HPE InfoSight. Response times for support requests are based on the Customer requested severity level as designated in the [General provisions/other exclusions](#) table.

HPE Nimble Storage support portfolio also offers the same four service levels with the optional inclusion of hardware Defective Media Retention (DMR) as an additional core feature. For eligible products, the DMR service feature option, if purchased, allows the Customer to retain a defective hard disk or eligible SSD/Flash drive that the Customer does not want to return to HPE due to sensitive data contained within the disk ("Disk" or "SSD/Flash Drive"). All Disk or eligible SSD/Flash Drive on a covered system must participate in the DMR. See [Table 5](#) for details on DMR.

TABLE 1. Service level features

| | 4-Hour Onsite Parts Replacement (HT6Z2Ax) | 4-Hour Parts Exchange (HT6Z0Ax) | Next Business Day Onsite Parts Replacement (HT6Z4Ax) | Next Business Day Parts Exchange (HT7A1Ax) |
|--|--|--|---|---|
| HPE Nimble Storage Technical Support 24x7 telephone and email assistance | Yes | Yes | Yes | Yes |
| Online support portal access Access to installation guide, user guide, and other relevant documentation | Yes | Yes | Yes | Yes |
| Access to software updates Access to software updates when generally released by HPE to Customers under support | Yes | Yes | Yes | Yes |
| Advanced hardware replacement HPE will ship replacement parts in advance of receiving defective parts | Not applicable | Within 4 hours ¹ | Not applicable | By the next business day ² |
| On-site parts replacement HPE will replace parts within support service level | Within 4 hours ^{1, 3} | Not applicable | By the next business day ^{2, 3} | Not applicable |
| On-site spares (optional feature) Availability of individual parts or entire kit on-site for quick replacement. | Optional, parts for order | Optional, parts for order | Optional, parts for order | Optional, parts for order |
| Defective Media Retention (DMR) (optional feature) Customer not obligated to send failed HDDs or SSDs back to HPE. | Optional ⁴ (HT6Z3Ax) | Optional ⁴ (HT6Z1Ax) | Optional ⁴ (HT6Z5Ax) | Optional ⁴ (HT7A2Ax) |

¹ Once an HPE Nimble Storage hardware issue has been confirmed by HPE Nimble Storage Support, replacement hardware will be delivered to the covered Customer site within 4 hours, 24 hours a day, 7 days a week, including HPE holidays. Contact an HPE authorized sales representative for information on available locations for parts stocking. For areas not currently covered, on-site spare parts or kits for purchase are offered under the On-site Spares Option.

² Replacement parts delivery will occur Monday through Friday 9:00 a.m. to 5:00 p.m. local time, excluding HPE holidays. Once a hardware issue has been confirmed by HPE Nimble Storage Support, the submittal for hardware replacement parts must be initiated by 3:00 p.m. local time for spare parts replacement delivery on the next business day. Contact an HPE authorized sales representative for information for available locations for parts stocking. Local country shipment availability may impact the next local business day delivery of replacement parts. For areas not currently covered, on-site spare parts or kits for purchase are offered under the On-site Spares Option.

³ An HPE authorized representative will arrive at the Customer's site during the applicable on-site coverage window to begin hardware maintenance service after HPE Nimble Storage Support has submitted the dispatch request.

⁴ Available only with the purchase of support packages containing the DMR support option.



TABLE 2. Service features overview

| | |
|---|--|
| <p>Problem prevention (see Table 3 for details)</p> | <ul style="list-style-type: none"> • HPE InfoSight remote support solution • Access to electronic support information and services • Remote problem diagnosis and support |
| <p>Incident management (see Table 4 for details)</p> | <ul style="list-style-type: none"> • Enhanced call handling • On-site hardware support • Replacement parts and materials • Software product updates • Issue assistance with third-party software and hardware support |
| <p>Optional service features (see Table 5 for details)</p> | <ul style="list-style-type: none"> • Defective Media Retention • On-site Spares Option |

SPECIFICATIONS

TABLE 3. Problem prevention

| Feature | Delivery specifications |
|---|--|
| <p>HPE InfoSight remote support solution</p> | <p>HPE InfoSight remote support solution provides robust troubleshooting and prescriptive issue resolution capabilities. HPE InfoSight can also include remote system access solutions and may offer a convenient central point of administration and an enterprise view of open incidents and history. An HPE Nimble Storage support specialist will only use the remote system access with the appropriate authorization. The remote system access can enable HPE Nimble Storage support specialist to provide more efficient troubleshooting and faster problem resolution.</p> |
| <p>Access to electronic support information and services</p> | <p>As part of this service, Hewlett Packard Enterprise provides the Customer with access to certain commercially available electronic and web-based tools through HPE InfoSight portal. The Customer has access to the following:</p> <ul style="list-style-type: none"> • Submittal and management of support requests, including updates to site and contact data. • Certain capabilities made available to registered users with linked entitlements, such as downloading selected software and subscribing to hardware-related proactive service notifications. • Expanded web-based searches of technical support documents to facilitate faster problem solving. • Access to certain HPE proprietary service diagnostic tools. |
| <p>Remote problem diagnosis and support</p> | <p>Once the Customer has reported an incident and HPE Nimble Storage Support has acknowledged the receipt of a support request as described in the General provisions/other exclusions section, HPE Nimble Storage Support will work to isolate the hardware incident. Also, HPE Nimble Storage Support may remotely troubleshoot, provide a remedy, and resolve the incident with the Customer.</p> <p>Prior to any on-site assistance, HPE Nimble Storage Support will initiate and perform remote diagnostics using electronic remote support solution to access covered products, or HPE Nimble Storage Support may use other means available to facilitate remote incident resolution.</p> <p>Incidents can be reported to HPE Nimble Storage Support via telephone, email, HPE InfoSight portal, or as an automated equipment-reporting event via the HPE InfoSight electronic remote support solution 24 hours a day, 7 days a week.</p> <p>HPE Nimble Storage Support retains the right to determine the final resolution of all reported incidents.</p> |



TABLE 4. Incident management

| Feature | Delivery specifications |
|--|--|
| Enhanced call handling | <p>The Customer can contact HPE Nimble Storage Support 24 hours a day, 7 days a week.</p> <p>The technical support engineer (TSE) is trained to address issues in complex storage environments and has access to Hewlett Packard Enterprise's full array of technical knowledge and resource employed with the goal to help rapidly diagnose and resolve issues.</p> |
| On-site hardware support | <p>For hardware incidents that cannot, in HPE judgment, be resolved remotely, an HPE authorized representative may provide on-site technical support on covered hardware products to return them to operating condition. For certain products, HPE Nimble Storage Support may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HPE unless the Customer has purchased the DMR support option for retention of covered defective media.</p> <p>Once an HPE authorized representative arrives at the Customer's site, the representative will continue to deliver the service, either on-site or remotely, at the discretion of HPE, until the products are repaired. Work may be suspended temporarily if parts or additional resources are required, but work will resume when parts or resources become available. Repair is considered complete upon HPE Nimble Storage Support's verification that the hardware has returned to the appropriate operating condition or has been replaced.</p> <p>Fix-on-failure: In addition, at the time of on-site technical support delivery, HPE Nimble Storage Support may:</p> <ul style="list-style-type: none"> • Install available engineering improvements for covered hardware products to help the Customer ensure proper operation of the hardware products and maintain compatibility with HPE supplied hardware replacement parts. • Install available software updates that in the opinion of HPE, are required to return the covered product to operating condition or to maintain supportability by HPE. |
| 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 engineering improvements required by HPE Nimble Storage Support to maintain supportability of the product. Customers who wish to retain, degauss, or otherwise physically destroy replaced parts will be billed and required to pay the list price for the replacement part unless DMR optional support has been purchased for those parts.</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. The repair or replacement of any supplies or consumables is the responsibility of the Customer. Some exceptions may apply; contact HPE for more information.</p> <p>Part and component availability and end of support: Parts and components that have reached their maximum supported lifetime or end of support as set forth in the manufacturer's operating manual, product QuickSpecs, or the technical product data sheet will not be provided, repaired, or replaced. Parts and components that have limited or no availability will not be repaired or replaced. To address part or component failure within an entitled system, HPE Nimble Storage Support can provide appropriate replacement parts.</p> <p>Maximum wear: For SSDs (including NVMe-based) that have not reached End-of-Support, HPE Nimble Storage Support monitors the wear of the component when sufficient data provided by the Customer and will replace the component when the wear limit has been reached. Replacement parts for wear-limited components are not stocked in local depots and are not subject to HPE Nimble Storage support SLAs. Such replacement parts will be shipped from HPE Nimble Storage manufacturing facilities.</p> |
| Software product updates | <p>HPE Nimble Storage support provides updates to HPE Nimble Storage software products. All HPE Nimble Storage products within a Group must have active and valid HPE Nimble Storage support contract to receive software updates. A Group is a collection of up to four arrays that are managed by the Customer as a single entity. If any array or shelf in a Group does not have valid entitlement, software updates can be denied.</p> <p>HPE Nimble Storage Support may limit or restrict software updates for specific reasons, including entitlement issues or conflict with existing hardware, software, or configuration.</p> <p>Certain software updates may require the use of new or upgraded hardware. Such hardware is not included under these support services and must be purchased separately. The provision of any update to Customer will not operate to extend the original warranty period on the HPE Nimble Storage hardware products.</p> |
| Issue assistance with third-party software and hardware support | <p>For entitled and supported configurations and uses, HPE Nimble Storage can collaborate with Support for other HPE products and third-party hardware and software, to investigate and resolve interaction issues with HPE Nimble Storage products.</p> <p>Engagement of relevant third parties (such as Independent Software Vendors) is subject to the requirements and procedures of those parties. Some third parties might require the end user to initiate contact, confirm entitlement, open a support case, gather data, or execute action plans.</p> <p>For any third-party product or component, the user is required to acquire and maintain the relevant entitlement (e.g., license or subscription).</p> |



TABLE 5. Optional service features

| Feature | Delivery specifications |
|--|--|
| Defective Media Retention (DMR) | <p>The HPE Nimble Storage support portfolio also offers the following additional service levels:</p> <ul style="list-style-type: none"> • Next Business Day Parts Exchange with DMR Service • Next Business Day Onsite with DMR Service • 4-Hour Parts Exchange with DMR Service • 4-Hour Onsite with DMR Service <p>For eligible products, the DMR service feature option allows the Customer to retain defective hard disk or eligible SSD/flash drive components 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.</p> |
| On-site Spares Option | <p>For eligible products, the Customer can purchase individual hardware component parts or hardware component kits for on-site stocking of spares for quicker replacement. This service is recommended for locations where a 4-hour parts replacement is desired but not available.</p> |

SUPPORT LIMITATIONS

These HPE Nimble Storage support services are available for HPE Nimble Storage devices which have not reached their End of Support date. If, in HPE's reasonable judgment, the original acquisition of an HPE Nimble Storage product from HPE or a Reseller occurred through unauthorized means, HPE has no obligations to provide Customer services or any support services to Customer for the product in question or to allow any associated software licenses to continue.

HPE Nimble Storage support contracts and associated entitlements may not be transferred. If an entitled HPE Nimble Storage product is transferred or sold to another party, the receiving party must contact HPE to purchase a new support contract.

The features of these services may differ or be limited, based on specific devices or software. Please check with a Hewlett Packard Enterprise sales representative for specific limitations and local availability.

HPE will be excused from performance of its obligations under these Terms if such failure to perform results from compliance with any requirement of applicable law, supply shortages, work stoppages, changes to international trade policies, telecommunications or network failure, acts of war (whether they be declared or not), acts of terrorism, regional or global pandemic, acts of God, and any causes beyond the reasonable control of HPE. Any delay resulting from any of such causes shall extend performance accordingly or excuse performance, in whole or in part, as may be reasonable under the circumstances.

GENERAL LIMITATIONS

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

The following activities are not included as part of this offering:

- 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 attempt by non-HPE personnel to install, repair, or modify hardware, firmware or software
- Operational testing of applications, or additional tests request or required by the Customer
- Services that, in HPE's opinion, are required due to improper treatment or use of the products or equipment
- Services required due to failure of the Customer to take avoidance action previously advised by HPE
- Backup and recovery of the operating system, other software and data
- Implementation of any Hewlett Packard Enterprise recommendations provided as part of this service
- Installation of any customer-installable firmware and/or software updates



Hardware on-site support

An on-site representative will not be dispatched if the service can be delivered using remote diagnosis, remote support, or other service delivery methods described herein.

For incidents with covered hardware that cannot be resolved remotely, HPE Nimble Storage Support will use commercially reasonable efforts to respond on-site in accordance with the purchased hardware on-site reactive coverage level of the affected device.

On-site response time specifies the time period that begins when the need for dispatch has been submitted by HPE Nimble Storage Support. The on-site response time ends when the HPE authorized representative arrives at the Customer's site, or when the reported event is closed with the explanation that HPE has determined it does not currently require on-site intervention. Response times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window. All response times are subject to local availability. Contact a local HPE sales office for detailed information on service availability.

In the event that a Customer Self Repair (CSR) part is provided to return the system to operational condition, the on-site response time, if any, shall not apply. In such cases, HPE's practice is to express ship to the Customer location the CSR parts that are critical to the product's operation.

Defective Media Retention

The DMR service feature option applies only to eligible defective media replaced by HPE due to malfunction through a support engagement.

DMR service coverage for options designated by HPE as requiring separate coverage, if available, must be configured and purchased separately. This service option is not available for data retentive components that are specified by HPE as consumable parts and/or have reached the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, the product QuickSpecs, or the technical data sheet.

Failure rates on applicable components are monitored, and HPE reserves the right to cancel this service with 30 days' notice if HPE reasonably believes the Customer is overusing the defective media retention or comprehensive defective material retention service feature option (such as when replacement of defective data retentive components materially exceeds the standard failure rates for the system involved).

SUPPORT PREREQUISITES**Entitlement**

If an array or shelf does not have valid entitlement through a current HPE Nimble Storage support contract, any associated components will not be supported, except where required by law.

Entitlement within a Group

All arrays and shelves in a Group must have an active and valid support contract in order to be eligible for support. A "Group" is a collection of up to four (4) arrays that are managed by the Customer as a single entity. If any array or shelf in a Group does not have valid entitlement, support can be denied.

Support term

The support term of any hardware components will co-terminate with the array with which the hardware is used. This includes expansion shelves.

Limitations:

- The support term of the hardware component cannot be extended past the service life of that component, regardless of the array lifecycle. That is, any hardware component that has reached End-of-Support will not be supported, even if the array is supportable.
- If an array or shelf has reached End of Support, any hardware components within are not considered supportable, regardless of the component lifecycle. The relevant hardware component must be used with a compatible, supportable array that has a valid HPE Nimble Storage support contract.



Enablement of remote support capability

For prescriptive issue resolution capabilities and [HPE Nimble Storage 6-Nines Guarantee](#), all configurations and devices must be supported by HPE Nimble Storage Remote Support technology. The Customer should also register for an HPE InfoSight account and associate all HPE Nimble Storage products. During any such time that the Customer has not deployed the following tools and methods for remote support, or if the Customer configurations or devices are not supported by remote support and the Customer does not take the steps necessary to provide the data required to HPE, HPE is not obligated to provide any impacted deliverables, and the Customer remains responsible for full payment of all fees associated with the provision of the HPE Nimble Storage support services.

Remote support is any of multiple methods used by HPE Nimble Storage Support to assist in diagnosing and repairing Customer issues and includes the following tools and methods.

- **DNA (Diagnostics for Nimble Analytics):** A collection of configuration reports, logs, and statistics. If enabled, these are sent nightly by default. If deemed necessary by HPE Nimble Storage Support, the Storage Admin, or the array, DNA's may be triggered more than once per day.
- **Heartbeats:** Enabled by default, heartbeats send a periodic signal to HPE Nimble Storage Support, confirming the availability of the array, along with providing some basic health indicators.
- **Alerts:** Alerts notify HPE Nimble Storage Support of issues and occurrences that may require more immediate attention. When enabled, the HPE Nimble Storage array will attempt to transmit alerts to HPE Nimble Storage Support using HTTPS. If this fails, the array will attempt to use SMTP email.
- **Tunnel ("Support Tunnel"):** When explicitly authorized by the Customer, Support Tunnels allow HPE Nimble Storage Support and Engineering to directly access the array over an encrypted session, in order to enact the most complicated or sensitive repairs or investigations.
- **Remote desktop or viewing:** The use of services, such as a remote collaboration tool, allowing HPE Nimble Storage Support to connect to the array GUI, CLI, or serial connection, while the Customer Storage Administrator is able to assist and observe.
- **Case automation:** The methods, logic, and systems behind the HPE InfoSight portal, that evaluate incoming data from the HPE Nimble Storage array and provide timely, proactive feedback to HPE Nimble Storage Support and to the Customer.

Maintenance of Install Base data

The Customer and related parties must maintain relevant Install Base data, such as contact information and service/delivery address. When such information must be withheld or occluded (such as for security reasons), support and services capabilities will be limited.

Communication and maintenance of configuration/environment information

The Customer and related parties must communicate information about the array, shelves, and any associated hardware and software. Timely, accurate, and complete information is critical to proper support.

Maintaining supportable configuration

The Customer and related parties must maintain a supportable configuration, including software and hardware; these include drives, SSDs, and cards any unsupported, third-party, or unofficial market components found with the HPE Nimble Storage product will void the supportability and any obligations for HPE Nimble Storage support. Support may resume when the HPE Nimble Storage product is returned to its covered configuration. Supportability can be re-established if the configuration is restored. Options include the following:

- Restoring HPE Nimble Storage components originally in the array/shelf.
- Purchasing new and supported HPE Nimble Storage components and using those in the array/shelf.

End-of-support/Life products

HPE Nimble Storage products that have reached their end-of-support date are not eligible for support or applicable services, including the following:

- Remote technical support
- Return material authorization
- On-site service, including data gathering
- Software updates
- Assistance with migration or maintenance activities, such as group merge
- Technical escalations



No service level objectives can or should be inferred or assumed for End-of-Support/Life products.

Movement or repurposing of hardware

Movement or repurposing of hardware between compatible and eligible arrays should be confirmed with the relevant account team and HPE Nimble Support to avoid getting to an unsupported configuration. Any unsupported configuration is ineligible for support, including downloads, until it has been restored to a supported configuration.

Restriction to data, site/Customer Information, and physical location

Certain circumstances and Customer requirements can impact the supportability of HPE Nimble Storage products. These include the following:

- Restricted sites including “Dark” sites
- “Secure” sites
- “Secure” customers
- Colocation or unmanned sites

These or other special circumstances and requirements should be communicated to the account team or partner during the initial sales processes.

In such circumstances, HPE Nimble Storage Support can be consulted to ensure a proper evaluation; it is the responsibility of the account team or partner to ensure that a proper assessment of the Customer and site requirements are clearly communicated.

Any restrictions can impact the supportability of the associated products. This includes the following elements:

- Gathering and availability of data for support
- Information about the environment, applications, and data
- Information about the Customer or end users
- Information about the site
- Access to the site
- Ability to bring diagnostic tools on-site
- Ability to deliver parts to the site
- Ability to resolve any covered issues

Such restrictions and other requirements can impact the ability to provide support, including troubleshooting, escalations, parts delivery, on-site service, software updates, and any associated response times or other obligations.

HPE Nimble Storage dHCI and multiproduct offerings

HPE offerings that include multiple products (such as servers, switches, and storage) could have component-specific support/services requirements and enablement, such as the following:

- Entitlement
- Response times
- Support engagement, including engagement of technical resources
- Incident management
- Supportability tools and options
- Escalations
- Parts
- On-site service
- Additional services



CUSTOMER RESPONSIBILITIES

The Customer must provide accurate and complete information in a timely manner as required for HPE Nimble Storage to provide the service.

Maintain relevant Install Base data, such as contact information and service/delivery address.

Promptly communicate any movement of hardware components between arrays to HPE Nimble Storage Support. This is necessary to ensure full supportability, including troubleshooting and part replacement.

HPE Nimble Storage Support is not responsible for delays or limitations in Support due to improperly maintained Install Base data.

Array alerts, heartbeats, and DNA must be enabled and functioning in order for HPE InfoSight and HPE Nimble Storage technologies to provide a more proactive and timely response to the Customer's issues.

Upon HPE's request, the Customer will be required to support HPE Nimble Storage remote problem resolution efforts. The Customer will

- Start self-tests and install and run other diagnostic tools and programs
- Install customer-installable software and firmware updates and patches
- Provide all information necessary to deliver timely and professional remote support or accept a commensurately limited support response at the discretion of HPE Nimble Storage Support.
- Take responsibility for acting upon software product updates and obsolescence notifications received from the HPE Nimble Storage support center

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

If the Customer does not act upon the specified Customer responsibilities, at HPE's discretion, HPE, or the HPE authorized service provider will not be obligated to deliver the services as described

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

In cases where Customer Self Repair parts or replacement products are shipped to resolve a problem, the Customer is responsible for returning the defective part or product within 45 days from receipt of the replacement hardware. In the event that HPE does not receive the defective part or product within the designated time period or if the part or product is degaussed or otherwise physically damaged upon receipt, the Customer will be required to pay the HPE list price for the defective part or product, as determined by HPE.

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 the HPE Media Sanitization Policy and Media Handling Policy for Healthcare Customers, visit hpe.com/mediahandling.

If the Customer chooses to retain repair parts covered under the DMR service feature option, it is the Customer's responsibility to:

- Retain covered data retentive media components that are replaced during support delivery
- Ensure that any Customer-sensitive data on the retained component is destroyed or remains secure
- Destroy the retained data retentive component and/or ensure that is not put into use again
- Dispose of all retained data retentive components in compliance with applicable environmental laws and regulations

For data retentive media components supplied by HPE to the Customer as loaner, rental, or leased products (which may be subject to additional HPE terms and conditions applicable to such loaner, rental, or lease) the Customer will promptly return the replacement components at the expiration or termination of support with HPE. As noted previously, the Customer is responsible for the security of the Customer's personal, proprietary and confidential information. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased components or products to HPE.



GENERAL PROVISIONS/OTHER EXCLUSIONS

Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services unless otherwise specified as part of a service feature description.

Distribution of certain third-party software updates, license agreements, and license keys may be made directly from the third-party vendor to the Customer, as applicable.

When this service is provided for a solution that is composed of multiple HPE and/or third-party products, software support will be offered only on updates that are made available for the solution by HPE. HPE will acknowledge a call by logging a case, communicating the case ID to the Customer, and confirming the Customer’s incident severity and time requirements for the start of remedial action. Note: For events received via HPE InfoSight case automation, a priority for the case will be auto generated by HPE InfoSight.

Telephone and on-site hardware support response times, as well as software remote response times, may differ depending on incident priority. Incident priority can be modified as the case progresses.

TABLE 6. Incident priority levels

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|--|--|--|
| Priority 1 Critical Down | No service data or severe performance degradation. | Telephone response in 30 minutes or less, with timely engagement of HPE Nimble Storage Engineering, if required. |
| Priority 2 Critically Degraded | Performance degradation, intermittent software faults, network degradation, or single controller not operational | Telephone response in 2 business hours or less |
| Priority 3 Normal | Issue or defect causing minimal business impact | Telephone response in 8 business hours or less |
| Priority 4 Low | Request for information, administrative requests. | Next business day (Monday through Friday) 24x7 engineering escalation support |

ORDERING INFORMATION

All units and options with individually sold support services must be ordered with the same service level as the product or enclosure that they are installed in, if that service level is available on those units.

To obtain further information or to order HPE Nimble Storage support services, contact a local HPE sales representative or authorized reseller and reference the following product numbers (x denotes the service length in years; options are 1, 3, 4, or 5 years).

- **HT7A1Ax** HPE NS NBD Parts Exchange Support
- **HT7A2Ax** HPE NS NBD Parts Exchange with DMR Support
- **HT6Z0Ax** HPE NS 4H Parts Exchange Support
- **HT6Z1Ax** HPE NS 4H Parts Exchange with DMR Support
- **HT6Z2Ax** HPE NS 4H Onsite Exchange Support
- **HT6Z3Ax** HPE NS 4H Onsite Exchange with DMR Support
- **HT6Z4Ax** HPE NS NBD Onsite Exchange Support
- **HT6Z5Ax** HPE NS NBD Onsite Exchange with DMR Support

Depending on the point of purchase and the requested service-level option, other product numbers may apply. Consult a local HPE representative or reseller regarding which product number will best meet Customer’s specific needs.

Local availability: The Customer may order support from HPE Nimble Storage’s current support offerings. Some offerings, features, and coverage (and related products) may not be available in all countries or areas.



Flat support pricing for HPE Nimble Storage Support

The renewal pricing for eligible HPE Nimble Storage Support Services will reflect an annualized zero net price increase based on the original net support price paid at the time of initial purchase, so long as: 1) the initial up-front support services were purchased either at the same time as the HPE Nimble Storage system or within 90 days from the storage system purchase; 2) the service level associated with these services remains the same; 3) such services are continuously renewed; 4) the hardware configuration for the covered HPE Nimble Storage system remains materially the same (as determined by HPE); and 5) no components of the system have reached end of support life (EOSL). If purchased from an HPE authorized partner, the zero net price increase will be between HPE and the HPE authorized partner.

Notwithstanding the above, in the event of market forces beyond the reasonable control of HPE, including, but not limited to, a severe inflation event (defined as an annual inflation in excess of 5% as measured by the producer price index), supply shortages, work stoppages, changes to international trade policies, acts of war (whether they be declared or not), acts of terrorism, regional or global pandemic, acts of God, or other disruptions beyond reasonable control, HPE and the Customer will negotiate in good faith reasonable adjustments to the renewal fees not to exceed the rate of inflation or cost of service increase over the period since the original purchase of eligible support services for HPE Nimble Storage system or the most recent renewal, whichever occurred last. If purchased from an HPE authorized partner, the good faith negotiations will be between HPE and distribution.

RESOURCES

[HPE Support Center](#)

[HPE InfoSight](#)

[HPE Nimble Storage QuickSpecs](#)

[HPE Get 6-Nines Guarantee](#)

[HPE Media Sanitization Policy and Media Handling Policy](#)

[Timeless Storage Program](#)

FOR MORE INFORMATION

For more information on HPE Nimble Storage Support or other services, contact any of our worldwide support sales offices.

LEARN MORE AT

hpe.com/us/en/services/nimble-storage.html

Make the right purchase decision.
Contact our presales specialists.



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