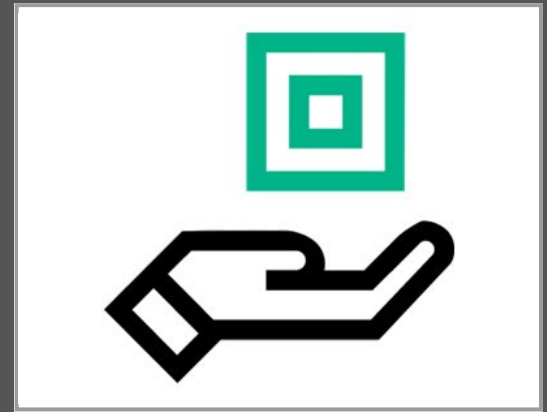


# HPE Foundation Care Next Business Day Exchange Service Post Warranty

Extended service agreement (renewal) - replacement - 1 year - shipment - 9x5 - response time: NBD

Group	Network Service & Support
Manufacturer	HPE
Manufacturer item no.	U8DZ5PE
EAN/UPC	4549821257706



## 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 Next Business Day Exchange Service Post Warranty - extended service agreement (renewal) - 1 year - shipment
Type	Extended service agreement (renewal)
Service Included	Replacement
Location	Shipment
Full Contract Period	1 year
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week

## Extended details

### General

Service Included	Replacement
Location	Shipment
Full Contract Period	1 year
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week

### Details

Service & Support	Extended service agreement - replacement - 1 year - shipment - response time: next business day - availability: 9 hours a day / Monday-Friday   Technical support - remote diagnosis - 1 year   Technical support - phone consulting - 1 year - availability: 24 hours a day / Monday-Sunday   New releases update - 1 year   Product info support - web knowledge base access - 1 year
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