

HPE 3PAR and HPE Primera SSD Extended Replacement Program

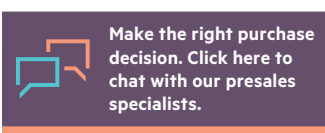
Support Services

This data sheet addendum describes the HPE 3PAR and HPE Primera Solid-State Drive (**SSD**) Replacement Program terms and conditions (**Program Terms**). These Program Terms are in addition to the HPE standard sales terms and any related Supporting Material (as defined therein) that governs the Customer's accepted order.

This Program provides for the replacement of eligible HPE 3PAR and HPE Primera SSDs under active HPE support coverage in the event the SSD has reached its maximum usage limit based upon the HPE 3PAR and HPE Primera SSD life-left reading as defined in the following.

Program Terms

1. **Eligible Products:** HPE 3PAR StoreServ 8000, 9000, and 20000 and HPE Primera Storage systems SSD (**Eligible Products**) are eligible for this Program. Contact your Hewlett Packard Enterprise sales representative for more information regarding eligibility under this Program.
2. **Extended SSD Replacement Coverage:** Eligible Products must meet the following criteria:
 - a. Maintained under active and continuous support coverage from HPE from time of purchase. Continuous support coverage means that the Customer purchased up-front support from HPE at the time of Eligible Product purchase to supplement any underlying warranty coverage and has continuously renewed such support coverage with HPE without any lapses in coverage.
 - b. Have not reached end of support life as determined by HPE.
 - c. The warranty start date of the Eligible Products has not exceeded seven (7) years.
 - d. The SSD endurance, as solely determined by HPE, is below five (5) percent of life left. HPE may require the Customer to provide information to HPE for the purposes of determining life-left reading. If the Customer does not provide the required information in a timely manner, HPE is under no obligation to provide a replacement drive pursuant to these terms.
3. **Provision of SSD Replacement Drive for Eligible Products:** Customer will receive a one-time only (1) replacement SSD at no additional charge under these Program Terms. Any subsequent SSD replacement if required due to less than 5% of life left are not eligible for replacement under these Program Terms. The request for support coverage needs to meet the eligibility requirements for such a claim as set forth in the HPE's standard sales terms and the Extended SSD Replacement Coverage criteria mentioned previously. SSDs that do not meet these Program Terms and have reached their maximum usage limit are not eligible for repair or replacement under HPE support coverage.
4. **Termination:** This Program is subject to change or termination at any time, without notice, by HPE.



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