

Customer Self Repair Guidelines

Need help? Contact us:

By phone (used for critical situations)

Warranties/Contracts

1 844 806 3425/1800 633 3600

By web (used for not critical/informative situations). hpe.com/support/hpesc

CSR Terms and Conditions

At the discretion of Hewlett Packard Enterprise, service is usually provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. Other service delivery methods may include the delivery, via a courier, of customer-replaceable parts such as certain hard drives, and other parts classified by HPE as Customer Self Repair parts, or an entire replacement product. HPE will determine the appropriate delivery method required to provide effective and timely customer support and meet the call-to-repair time commitment, if applicable.

If the customer agrees to the recommended Customer Self Repair (CSR) and a CSR part is provided to return the system to operating condition, the onsite service level shall not apply. In those cases, HPE practice is to express-ship Customer Self Repair parts that are critical to the product operation, to the customer location. For more details on the Customer Self Repair process and parts, refer to: hpe.com/info/csr

When you call us

- Provide all the information necessary for HPE to deliver timely and professional remote support and to enable HPE to determine the level of support eligibility:
 - Serial number and/or product number (Service Agreement ID [SAID]).
 - Customer contact information (Name, phone number, and email address). HPE usually contacts the person named, to follow up on the case.
 - Address at which the equipment is located.
 - Description of the issue: Error message, logs, other.
- A case number is usually provided to follow up your incident.

DMR contract: If you have a contract that allows you to retain your hard drives/SSDs due to proprietary information, per the terms of the agreement, you must provide the manufacturer serial number of the defective part. You have multiple ways to provide this information: hpe.com/media/dmr

- Email the case number and the manufacturer serial number or a picture of the hard drive along with the case number to: csr_dmr@hpe.com
- Provide the case number and the manufacturer serial number via phone: 1 800 717 5587

Please remember to have your case number handy every time you need extra support.

CSR response times

HPE CSR part delivery commitment usually depends on part availability and driving time.

Same Business Day (SBD)/ Call-to-Repair (CTR)	HPE may attempt to deliver the part during the same day if the part is locally available and within a reasonable driving distance.
Next Business Day (NBD)	HPE may attempt to deliver the part the next business day (Monday–Friday) if stock is available.
Next Coverage Day (NCD)	HPE may attempt to deliver the part the next coverage day (may include weekends and/or holidays for some contracts) if stock is available.

Technical brief

Remember to return your parts

Please use the shipping label located in the plastic pouch on the side or bottom of the shipping box to return you defective and/or unused parts within five days of receipt.

In the event HPE does not receive the defective part within the designated time period or if the part is physically damaged upon receipt, the customer will be required to pay a fee for the defective part, as determined by HPE.

Please **retain a copy of the return shipping label** with the tracking number for 90 days. A lost shipment will require the tracking number.

If you do not receive your shipping label, please contact us by this link:

hpe.com/services/returnlabel

Have issues with your case? Need extra support?

Please remember to have your case number handy every time you need extra support.

HPE may contact you by email and phone until resolution of your issue to confirm that you are receiving an outstanding support experience.

If you need to call us for open cases, please dial:

- Tech support Warranties: 1844 806 3425
- Tech support Contracts: 1800 633 3600
- Part Status: 1800 601 1804

Did we meet your expectation? We would like to hear from you.

You can help us to improve your experience with Hewlett Packard Enterprise.

We survey our customers in order to deliver exceptional service and to provide that your future support experience is outstanding. If you receive a survey invitation or a telephone call survey from HPE, do express your opinion as we sincerely value your business.

HPE cares about our valuable customers.

Other important links

Part installation instructions:

hpe.com/info/sml

Return label request:

hpe.com/services/returnlabel

HPE CSR website:

hpe.com/info/csr

HPE product family part replacement options:

hpe.com/info/csraparts

Open case status:

hpe.com/support/hpesc

Learn more at

hpe.com/services



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