

HPE Storage Satisfaction Guarantees

HPE Alletra Storage



100%

guaranteed availability

The 100% Data Availability Guarantee is a standard benefit of being an [HPE Alletra Storage MP B10000](#) or [HPE Alletra Storage 9000](#) customer.¹

99.9999%

guaranteed availability

Six-nines availability for business-critical platforms, proven across the [HPE Alletra Storage 5000](#) and [HPE Alletra Storage 6000](#) customer base.²

We believe that once you experience HPE storage, you will become a satisfied, lifelong customer. That's why we offer satisfaction guarantees that stand behind a transformed customer and support experience.

HPE storage delivers the agility of the cloud and raises the bar on resiliency and performance, so you can enable innovation without compromise. Built upon proven resiliency and powered by AIOps and Data Services Cloud Console, HPE Alletra Storage delivers instant access to data with storage that sets up in minutes and can be delivered as a service. It helps ensure always-fast and always-on storage for all business-critical and mission-critical applications.

Try HPE Alletra Storage for 30 days at no risk. If you are not completely satisfied with the benefits and capabilities of your storage system as described in the product specifications, we will work with you to make things right.

This includes³ but is not limited to:

1. Resolving technical issues
2. Providing HPE storage expertise
3. Delivering additional capacity

If the product still does not perform to the benefits and capabilities as outlined in our publicly available product specifications, simply return your system, for a replacement that meets your needs.

¹, ² *Mission-critical models. [See Uptime guarantees that deliver](#) for full details.*

³ All remedy to be provided at HPE's discretion.

HPE Storage Satisfaction Guarantee details

- This guarantee applies to new and purchased HPE Alletra Storage arrays (no proof of concept or demo units).
- The 30-day period starts from the time the storage array arrives at the customer site as determined by Hewlett Packard Enterprise.
- Arrays must be installed with HPE AIOps auto-support capabilities enabled when available. Where the Data Services Cloud Console is supported, arrays must be connected.
- The customer must work with HPE on good faith remediation.
- Returned arrays must be in a like-new condition as determined by HPE. Customer may be responsible for refurbishing costs.
- Remedies, including refunds or provision of alternate product and software, are at the sole discretion of HPE.
- HPE reserves the right to modify, cancel, or otherwise update this satisfaction guarantee at any time in its sole discretion.
- The customer is responsible for implementing data sanitization and applicable regulatory requirements. HPE provides optional paid data sanitization services to assist in securely erasing data from HPE Alletra Storage arrays prior to return. These services include certified erasure processes, verification reporting, and compliance documentation to support audit readiness.

Learn more at

[HPE.com/storage/dataservices](https://hpe.com/storage/dataservices)

Explore **HPE GreenLake**



Chat now (sales)


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